



Addendum B: General Policies

Requesting Pet Sitting Services

- Our service area is 10 miles surrounding our home office (cross streets: 65th Ave and Cactus Road). However, if you live outside our service area, we are happy to work with you for an additional fee. Please see "Pricing" tab on our website (www.auntkristyspetsitting.com) or the handout in your Meet and Greet packet.
- Requests for all pet sitting services may be submitted through our scheduling software, Time To Pet, either online or through Time To Pet's mobile application.
- You will find a link to Time To Pet on our website (www.auntkristyspetsitting.com) under, the "Book Services" tab or "Home" tab.
- If you need assistance requesting services or setting up your account in Time To Pet, please email, text, or call us for assistance.
- If you have a need for a type of pet sitting service not listed, please contact us through our website, by text, or email with a description of your needs. We'll let you know if we can accommodate your needs.

Service Agreement

- When you submit a request to book pet sitting services online with Aunt Kristy's Pet Sitting, you will be asked to sign and acknowledge our Service Agreement.
- The Service Agreement is available for your review in your Client Portal under, "My Info," "Documents"
- We will also provide you with a copy of the Service Agreement in your Meet and Greet Packet.

Meet and Greet

- Aunt Kristy's Pet Sitting will provide a complimentary Meet and Greet visit for each new client and in the case of any significant changes or passage of time between visits.
- We will meet in your home to discuss your pets' needs and your expectations for a successful relationship.
- We will also go through the forms and documents in the Meet and Greet Packet and make sure we're a good fit for you and your pets.
- For a quick and easy Meet and Greet visit, please download, print, and complete the forms on our website, which you can find under, "Client Forms" tab.

Payment Policy

- **Please Note:** Payment is due on or prior to the day pet sitting services begin.
- Please provide us with your email address prior to or at our Meet and Greet so that we may email you an invoice prior to the first day of services.
- We will accept payment in the form of cash, check (made payable to A. Krisitne Musall), Zelle (kristy@auntkristyspetsitting.com), Venmo (@Kristy-Musall), PayPal (@akmusall) or through Time To Pet's ACH payment method.
- If payment is not provided prior to or on the day pet sitting services begin, a second invoice will be emailed to you and you will have 10 days to submit payment via Zelle, Venmo, PayPal, or through Time To Pet's ACH payment method.

Cancellation Policy and Fees

- **Live-In Stay:** you must provide notice, as follows, prior to the date services are scheduled to begin to avoid cancellation fees as noted:

- **Regular Live-In Stay**

Required Notice	Cancellation Fee Applies	Cancellation Fee
7 days	> 7 days	100%
14 days	> 14 days	50%
21 days	> 21 days	25%

- **Holiday Live-In Stay**

Required Notice	Cancellation Fee Applies	Cancellation Fee
4 weeks	> 4 weeks	100%
3 weeks	> 3 weeks	50%
2 weeks	> 2 weeks	25%

- **Drop-In Visit and Constant Care:** you must provide notice prior to the date services are scheduled to begin as follows

Required Notice	Cancellation Fee Applies	Cancellation Fee
3 days	> 3 days	100%
5 days	> 5 days	50%
7 days	> 7 days	25%

- **Early Return:** In the event you return early, we will charge the full amount (100%) of scheduled services.
- **Payment of Cancellation Fees** You will receive an invoice via email or text listing the cancellation fees due. You will have 10 days to pay the invoice via Zelle, Venmo, PayPal, or through Time to Pet's ACH payment method.

Emergency Policy

- If during our stay, the pet sitter has a personal or family emergency she will consult with you to decide which of the following actions to take:
 - attempt to secure the services of another pet sitter known to and trusted by Aunt Kristy's Pet Sitting; or

- arrange to place your pets with your designated emergency contact; or
- place your pets in a licensed kennel at your expense.
- If the you are unreachable, Aunt Kristy's Pet Sitting will decide which of these measures to take.

Key/Access to Home

- Please be prepared to provide keys, codes, openers, and/or location of a hidden key at the Meet and Greet visit.
- The Key Release form will be included in your Meet and Greet Packet. We will collect the signed form at the Meet and Greet Visit. It is also available on our website under "Client Forms" tab.
- If you choose to leave your keys and/or openers with us, we will keep them secure and we will not tag them with your name or address.
- If your lock, keys, or automatic door malfunction to the extent we are unable to enter your home and we are unable to secure another point of entry with your help, we will employ a locksmith company at your expense.

Return Home Notice

- We will text you at the completion of our pet sitting service asking you to text us when you return home.
- So we can be sure your pets are safe, please text us when you return from your stay away from home.

Veterinary Release Form

- A Veterinary Release Form will be provided in your Meet and Greet packet. It is also available on our website under the "Client Forms" tab.
- Please complete, sign, and return the form to us at the end of your Meet and Greet.
- Aunt Kristy's Pet Sitting will follow the directions outlined in the Veterinary Release Form should your pets become injured or sick.

Pets' Temperament

- Aunt Kristy's Pet Sitting must be made aware of any pet aggression toward people or animals at the Meet and Greet visit or by phone interview.
- We reserve the right to refuse service based on your pets' temperament, reaction, and interaction issues.

Security Cameras

- You must notify Aunt Kristy's Pet Sitting of all security cameras or nanny cameras inside and outside your home.
- No cameras will be used in bathrooms at any time during the pet sitter's visit or locations where the pet sitter will be sleeping during a or Live-In Stay.
- You may not record audio or video during the pet sitter's stay in your home. No audio or video recordings may be published or made public in any way.

No Smoking Policy

- For the health of our pet sitter, we reserve the right to cancel services where there is evidence of smoking or vaping in your home.

Print Name

Date

Signature