



## **SFPSS POLICIES**

Rev. 11/14/22

**In a continued effort to provide you and your pets with quality service, all our clients are required to review and sign the following policies.**

**Special Friends Pet Sitting Service will be referred to as SFPSS in these policies.**

**Visits per day:** A minimum of one visit per day for cats and two visits per day for dogs is required. This policy does not apply to daily dog walking.

**Visit timing & length:** Daily dog walking visits are guaranteed to last a minimum of 20 minutes; vacation visits a minimum of 30 minutes. Additional time spent at the visit is left up to sitter discretion and availability. SFPSS cannot guarantee visits for specific times, but rather that visits will occur within a 2-hour window. Exceptions can be made for medication or special needs.

**Visit start times:** Visits scheduled to start before 7:30AM or after 10:00PM will be subject to additional fees.

**New pet sitter:** SFPSS will do our best to make sure that you can meet a new pet sitter before they care for your pets. However, this may not always be possible. Please be assured that any pet sitter that we send is bonded, insured, and qualified to do the job.

**Severe Weather:** The safety of both our pet sitters and your pets is very important. Your pet sitter will use their best judgment on how far dogs are walked in extreme weather. In the case that a pet sitter cannot reach your home, we will contact your emergency contact for assistance. As soon as the extreme condition is over, we will resume the scheduled services.

**Security:** For the security of your home and safety of our pet sitters, please inform us of ALL PERSONS that might be in your home while you are away, i.e. cleaning service, repairman, or family. If you do not inform us about these people, we may call the police before we enter the home.

Please be advised that having another person in the home will void our bonding and insurance coverage, unless they are also bonded.

**Payment:** Clients are required to pay in full before or on the first visit by cash, check, Venmo, or Paypal. A Paypal link will be provided on the electronic invoice.

**Reservations:** All reservations, changes, or cancellations must be made through the SFPSS office (937-429-1015 or info@sfps.com). Please do not call your pet sitter directly. Reservations with less than 48-hour notice should be made by calling the office in addition

to sending an email. If you do not make your arrangements through the SFPSS office, the pet sitter is not guaranteed and they will not be covered by our bond or insurance.

When sending an email to request services, please send a NEW email to info@sfpss.com, and do not add-on to the end of an ongoing conversation. If you do not receive a response within 24 hours of sending your request, please call the office to ensure we have received your request.

**Non-Solicitation:** SFPSS has a NON-SOLICITATION POLICY with all sitters. We allow communication between our clients and our sitters either by phone or text during our business hours or on the weekends, if they are caring for client pets. However, all services must be booked through the SFPSS office, by phone, email, or the client portal. **Please DO NOT call or text our sitters for schedule request changes.**

**Plants:** SFPSS is not responsible for outdoor plants unless special arrangements have been made in advance. This service is available at an additional charge and with time permitting.

**Availability:** SFPSS reservations are made on a first come, first serve basis. We cannot guarantee a service for last minute requests (less than 48 hours). Please try to give us as much notice as possible so that we may accommodate you. Family emergencies are exempt from the last-minute reservation charge.

**Fees for additional services:**

- Emergency Vet visits - \$20.00 per hour
- Trip to store for food/supplies - \$10.00 (plus item costs)
- Extra time for insulin injections - \$5.00/shot
- Last minute reservations (less than 48 hrs.) - \$10.00
- Key pick up/drop off - \$10.00
- Transportation – \$10.00 one way, \$20.00 round trip, up to 10 miles. \$1 per additional mile.
- Outside of service area - \$.50 per mile over 10 miles
- Extra time giving fluids - \$10.00/each time
- Returned check fee - \$25.00 + any applicable bank fees
- Visits before 7:30AM or after 10:00PM - \$10.00 each
- Outside plant watering - \$10.00 per 30 minutes

**Holiday Surcharges:** Easter, Memorial Day, July 4th, Labor Day, Thanksgiving (Wednesday through Friday) and Christmas Eve through New Year's Day (Dec. 24 - Jan 1) will have an additional holiday surcharge of \$5.00 per visit.

**Holiday Reservations:** The full balance is due prior to the first day of service; services will not be provided if balance is not paid in full. A 7-day advance notice is required for holiday cancellations in order for refunds to be issued. Once service has started, refunds will not be issued for early returns as sitters cannot be otherwise compensated.

**Cancellation:** As a courtesy for our sitters, mid-day daily dog walks require a 24-hour cancellation notice, while all other scheduled services require a 48-hour notice, otherwise a cancellation fee of 50% of the visit charge will be applied to all canceled visits.

Cancellations due to illness are not subject to a cancellation fee.

**Pet & House Cleanup:** SFPSS will properly dispose of pet waste and do our best to clean up any accidents the client pet may have. SFPSS is not responsible for carpet/flooring stains created by client pet(s). We do request that client provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where the client would like the waste disposed of.

**Keys & Lock Boxes:** Two copies of the house key must be provided to SFPSS. These keys must be kept in a client provided lockbox, on the property, and available for sitters to access during requested services. Electric keys, codes, garage door openers, etc as the only means of entry to a home is not acceptable.

Accommodation for clients living in apartments, condos, or those renting and unable to utilize a lockbox can be made. At minimum, two copies of physical keys must be provided to SFPSS.

A \$10 trip fee will be invoiced if a key is not left in our care and we must make an extra trip to pick one up or drop one off before or after care. Arrangements can be made for key drop off and pickup at the SFPSS office dropbox, located at 2262 North Tulane Drive in Beaver creek.

**Home Security:** If you have an alarm, please contact the alarm company and tell them that SFPSS will have access to your home. Please provide the code to deactivate and activate the alarm and password in case of accidentally setting off the alarm. If you are uncomfortable giving SFPSS this information, please set up a temporary code and password for our purposes.

If an alarm is set and no prior arrangements have been made, SFPSS is not responsible for any charges associated with the alarm going off when entering the premises.

**Communication:** Each pet sitter will start a group text chat with all sitters, the office (Alicia) and clients at the first visit. All updates regarding visits and pet care will be provided through this group chat. On the final visit, the sitter will state that it is the final scheduled visit and request confirmation when you return home. **PLEASE REMEMBER TO CALL THE OFFICE AT 937-429-1015 OR TEXT ALICIA HEIDORN AT 937-689-6589 to confirm that you have arrived home safely and that you are now taking care of the pets.** If we don't hear from you, we will call. If you don't respond to our phone call, we **WILL** come to your home to take care of the pets and you **WILL** be charged for the visit, even if you are at home.

**If you have any questions about these policies, please ask, email [info@sfpss.com](mailto:info@sfpss.com) or call 937-429-1015. Thank you for your continued support, patronage and referrals.**

**I have read and understood the above policies for Special Friends Pet Sitting Service, LLC:**

**Name Printed | Date**

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**Signature**

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