

Policies and Procedures of Caring Comfort Pet Services, LLC

Initial interview:

This meeting is required for all new clients and potential clients who would like more information before any booked services. Allowing 30-45 minutes will give us time to review any necessary documents, discuss care required for your pet family, and possibly perform a routine activity such as a walk or brushing. For homes with anxious pets, a second visit may be necessary.

Current Vaccination Records and contagious illness notification:

Pets must be current on required vaccinations and annual examination by their veterinarian. For dogs: Rabies, Distemper-Parvo, Bordetella, current with heartworm and flea prevention and negative fecal screening. For cats: Rabies, FVRCP, and flea prevention.

Be assured every precaution is taken to ensure the safety and health of your pet while in my care. Throughout the day I do interact with other pets and may visit other pet households, for this, I change my clothing often before entering your home and interacting with your pet. This precaution will not account for your pets exposure in pet-rich environments such as dog common areas like sidewalks, dog parks, etc., while in my care.

If your pet is displaying signs of illness prior to a requested service, you must notify me as soon as possible. Services will require a veterinarian's clearance and may require cancellation.

Provide emergency contact information:

In the event of an emergency in your absence, you must have one trusted contact you will allow to enter your home. This is more in the event something happens while I have stepped out on an errand or in the event something should happen to me while your pet family is in my care. They should have a key, necessary codes, and knowledge of your pet's care routine. Should an event like this take place, you will be notified by me or an agent on my behalf. This is also important should inclement weather arise and roads are shut down, there will be someone to care for your pet. Weather is usually not a concern as long as roads remain open. I will make every effort to get to your pet. Secondly, your veterinarian's contact information will be required. In the event of an emergency, every effort will be made to have your pet cared for at their vet office. However, if they are not able to be seen, your pet will be taken to the Emergency Hospital to receive treatment. It is imperative we have a way to communicate so I may keep you informed.

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Cameras and notification of visitors:

Cameras are everywhere these days and I do not mind them. I only ask your respect that there is not one in bathrooms. (Alexa/Google are fine too as long as your pet cannot make requests, LOL)

I do require notification PRIOR to scheduled services if you plan to have anyone come visit while your pet is in my care. Visitors can be a neighbor/relative, lawn care, contractor, housekeeping, painters, etc.. Please be sure to schedule any contracted work accordingly and before or after our scheduled time to reduce extra stress on your pet and reduce the possibility of your pet escaping. I also recommend you refrain from having friends/family visits while you are away. This can lead to elevated confusion and stress with your pet to have too many people coming and going, and increases the opportunity for your pet to accidentally escape. Any damage done by anyone visiting is not the responsibility of Caring Comfort Pet Services. Anyone coming into your residence without my prior notification will be treated as trespassing.

Keys and property access:

Be sure I have all the necessary tools for access to your home for your pets care. This will be keys, door codes, gate codes or clickers, and if necessary, alarm codes. I do not recommend hidden keys or remote home access. These are not reliable and may put your pet at risk of missed care. If hidden keys are insisted upon, Caring Comfort Pet Services will not be held liable for stolen/missing keys or property damage from their use for access. If I will be with your pets on a consistent basis, you are welcome to have me hold a key. These keys are with me at all times on my person.

Required deposit:

For pet sitting jobs (overnight and stop-ins) of 3 or more days, a 50% deposit will be required no later than 5 days after scheduling your service to hold your requested dates. Upon completion of the service, the total of the deposit will be applied to the cost of your service with the balance remaining due on the last day of the scheduled service.

Accepted forms of payment for deposit are : cash, Zelle, check, or Venmo. If the check fails to clear, then services will not be scheduled until deposit plus bank fees are received in another acceptable form. If you fail to make your deposit, your requested dates will not be held and may be booked with another family.

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Acknowledgment of Cancellation Policy:

Deposits made for pet sitting services are non-refundable. In extenuating circumstances, any decision otherwise will be at the discretion of Caring Comfort Pet Services.

If a scheduled overnight pet sitting is cancelled more than 72 hours before the start of the service, then a credit in the amount of the deposit will be applied to your account for use on future services. If the cancellation is made less than 72 hours before scheduled start of service, then deposit is forfeit and no credits will be issued.

If stop in services are requested and cancelled 72 hours prior to start of services, then the deposit will be posted as a credit on your account to use for future services. If cancellation of stop in services is 48 hours or less, then deposit is forfeit and no credits will be issued.

Holidays: any sitting service scheduled during a holiday (up to 5 days before and up to 5 days after the holiday) and is cancelled 14 days or more prior to start of service, the deposit will be posted as a credit to your account. If cancellation of this service is less than 30 days from the start of service, then deposit is forfeit and no credits will be issued.

Observed Holidays for this policy: New Years, Easter, Memorial day, July 4th, Labor day, Thanksgiving, and Christmas.

Any deposits issued towards your account have no expiration.

Explanation of petsitting services:

Stop-in's: These visits are 1 -2 times daily for the duration of scheduled service. Arrival times can vary up to an hour allowing for traffic or other delays. These visits typically last 45-60 minutes each. Fee is non-adjustable and is the same for 1 or 2 visits/day.

Overnights (Camping with the kids): This service is a 24-hour service with overnight snuggling care included. These visits help your pet maintain a more regular routine thereby allowing them to suffer less stress with change. Home security is an added bonus!

Medically prescribed home care services: These services have been prescribed by your pet's veterinarian for you to perform at home. For these services to be performed by Caring Comfort Pet Services, there must be a prescription on all medications with directions for administration or instructions on their use in treatment. All prescribed treatments will be recorded, logged, and submitted to your pet's veterinarian for review. Any fees associated with interpretation of collected blood glucose or blood pressure values are the responsibility of you, the owner, and your veterinarian, and are separate from fees for services provided by Caring Comfort Pet Services.

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Injury and indemnification:

Caring Comfort Pet Services or acting agent, Bobbie Canada, does not assume responsibility and has no liability for any injuries your pet(s) may sustain, or property damage your pet(s) may cause while in their own home or property. This includes your pet causing injury to other pets or people or damage outside the home. Should your pet(s) injure Bobbie Canada in any way that results in a trip to the doctor, you, as the pet(s) owner will be responsible for any medical bills incurred.

Confidentiality:

Your privacy is of utmost importance to me. Any information you have provided is kept securely and is never sold or promoted to any third party. In professional courtesy, nothing we discuss is shared on any platform or with any other person, and is kept in the strictest confidence. The reason for your absence from home or your expected return dates will not be divulged to anyone.