

## Southwest Pet Sitter's Service Policies

1. When booking with us, always confirm your reservation with us directly. We can not accept a message left by phone or e-mail as an actual reservation. You will need direct contact by us to confirm your reservation.
2. Please remember to call upon your return from a trip. You, the Clients must notify Southwest Pet Sitters of your return to avoid being charged for extra visits. You must call before our next round of visits to avoid extra fees.
3. In the case of severe weather that may be dangerous to both dog and walker, the Mid-Day Dog Walk may be shortened or canceled at the dog walkers discretion.
4. Due to Florida heat! No Mid-Day long walks are offered if the temperature is above 90 degrees. Dogs over heat very quickly in hot temperatures. We will come over and let out for a quick run/exercise in the yard if the temperature is to high.
5. Southwest Pet Sitters will not be held liable for free roaming pets in the event illness, injury, loss or death. All dogs are leashed when outside of a fence, except in a secured fenced yard. It is the sole responsibility to pet proof the home and yard that the pet(s) have access to.
6. Southwest Pet Sitters has no liability for pre-existing physical/medical condition of pet(s) and/or injuries the pet(s) may sustain while in their home/or yard, nor any damage to home/or yard by pet, due to not properly pet proofing the areas the pet(s) have access to.
7. Southwest Pet Sitters is not held liable for fleas or ticks that your pet(s) may pick up when out for a walk. Southwest Pet Sitters ask that you have your pets on a flea and tick control to prevent your pet(s) from picking up fleas or ticks when outside. Great products on the market to help avoid fleas and ticks are Advantage, Frontline, and/or K9 Advantix.
8. There is a \$25.00 non-refundable deposit required to hold all reservations for New Years Eve & Day, Thanksgiving, Labor Day, Christmas Eve & Day.
9. If you, the client fail to cancel a reservation and/or fails to give at least 36 hours notice, the client agrees to pay a \$25.00 late cancel fee.
10. We will credit your account in full if you give us a 48 notice of cancellation. Except the \$25 holiday non-refundable deposit. There is a \$30.00 return check fee, plus the cost of the visits.
11. We can not guarantee a specific time of arrival to the home. We do give first priority to pet(s) that need medicine and indoor dogs. We will try to come every day at the same time, but there are no guarantees.
12. Southwest Pet Sitters reserves the right to terminate the contract at any time before or during its term if Southwest Pet Sitters, in its sole discretion, determines that the client's pet poses a danger to the health and safety of the pet sitter. If concerns prohibit the pet sitter from caring for the pet(s), client must authorize pet to be placed in a kennel, with all changes thereafter to be charged to client. Southwest Pet Sitters will make every effort to contact you in case of this action.
13. Pet(s) Must be currently vaccinated. Should pet sitter be bitten or otherwise exposed to any diseases or ailment received from client's pet(s) which has not be properly and currently vaccinated, it will be the clients responsibility to pay all cost and damages incurred by pet sitter.
14. Southwest Pet Sitters sometimes takes photos of the pets in their care to place on the web site. Please let us know if you do not wish to have your pet's picture taken.