



Pet Sitting and Walking Guidelines and Policies

Don't want to leave your dog in a kennel?

We know it can be lonely for pets when owners go away on vacation or business trips, so we keep your pet company with either our daytime pet visit or overnight pet sitting services.

Our goal is to minimize your pet's stress by offering reliable, consistent care. We make sure to provide lots of pampering and extra TLC, so your pet will not miss you too much!

All Services

- 1. Holidays.** An additional fee applies to visits or scheduled walks that fall on a holiday. When a holiday falls on a Friday or Monday, we consider the whole weekend a holiday.
- 2. Additional Pet Care Assistance and Other Scheduled Services:** We all want our pets to have all the love and attention they deserve, but please be advised that if there are other persons entering and leaving your home, TWO POOPS cannot be held liable for any damages or problems that may arise as a result. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes repair and cleaning services, friends, family and neighbors. TWO POOPS does not accept liability for other persons who will be in your home during pet care and health services.
- 3. Vaccinations/Immunizations:** TWO POOPS requires that all pets have the necessary vaccinations and immunizations before service begins. We will require a copy of such records for our files.
- 4. Unforeseen Purchases:** TWO POOPS will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well-being of your pet while you are absent. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition, a \$25 trip fee will be charged to the pet owner.
- 5. Pet Waste:** TWO POOPS will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
- 6. Leashes:** All dogs will be required to be on leash during outdoor walks.
- 7. Animal Behavior:** Animal behavior can be unpredictable. TWO POOPS does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a TWO POOPS employee is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any

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necessary medical attention required either by the TWO POOPS employees or by the animals.

8. **Fences:** Fenced-in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. **However, no fence system is totally secure.** TWO POOPS does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced-in area. This includes electronic, wood, metal, or any other type of fence.
9. **Other Dogs:** We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
10. **House Cleanliness:** TWO POOPS will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents beyond the normal amount anticipated, TWO POOPS will charge a reasonable fee for the additional clean up time.
11. **Privacy Policy:** All your information will be kept private and confidential. TWO POOPS highly respects our clients entrusting us with the care of their home and their loving pets. We do recommend that you inform a trusted neighbor, that while you are away, TWO POOPS will be caring for your pets and your home.
12. **Household Emergencies:** Please leave the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to leaking pipes, malfunctioning water heaters, heating, and air units.
13. **Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, TWO POOPS will adjust the thermostat. This is to ensure the health and comfort of your pets and TWO POOPS during our time of service.
14. **Early Returns/Last minute Changes:** It is not unusual for trip plans to change at the last minute. *However, please understand that TWO POOPS carefully schedules our time to service you and our other clients.* Therefore, there are no refunds or credits for early returns or last-minute changes to pet care. Once pet care begins, *payment is due in full for the original dates scheduled.*
15. **Holiday:** Pet sitting or walking on holidays is an additional \$10 fee per session.
16. **Parking:** For places with limited parking such as apartment complexes, condominiums and homeowner's associations there **MUST** be an available spot for us to park in. If there is no parking available, we will be unable to complete the service and you will be charged the full amount.

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17. Payment: TWO POOPS accepts cash or checks. **Payment is due at the time of or prior to the first visit.** Please make all checks payable to *2 Poops & a Scoop, Inc.*

18. Returned Check Charges: There is a \$35.00 fee for all returned checks.

Late Payments:

There is a 15% late charges fee for all late payments. **Payments are considered late if not received at the time of the first visit.** There is a 3-day grace period following the date of the last visit before 15% late fees are charged.

Cancellation Policy:

Except for holiday periods, cancellations may be made up to three (3) days in advance of the first scheduled visit with no cancellation fee. Cancellations of less than three (3) days are due in full.

Cancellations during holiday periods may be made up to seven (7) days in advance of the first scheduled sit. After that period, a cancellation fee will be charged at 50% the total reservation. Cancellations of less than 48 hours are due in full.

No credits will be given for visits or overnight sitting cancelled due to a client's early return home. Clients returning home early will be required to pay for the reserved number of visits.