

## TOP HAT AND TAILS PET SITTING POLICIES AND PROCEDURES

1. **Pet Sitting** visits are available 7 days a week beginning at 7:45 a.m.
2. **Reservations:** It is best to plan a couple of weeks in advance in order to obtain services on the dates you desire. An in-home 30 minute consultation is required, prior to reservation, for all new clients. If a 2<sup>nd</sup> consultation is required by the client (i.e. to meet other family members.), a regular \$20.00 visit charge will occur. While we can tentatively pencil in your dates, we must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. Please have client and pet profiles completed for this visit.  
HOLIDAYS and SUMMER: Schedule early – these are our busiest times throughout the year.
3. **Confirmation:** Always directly confirm your reservation with Top Hat And Tails. This ensures that we won't miss your message and your pets care will continue uninterrupted.
4. **Keys:** It is recommended a key remain in our Top Hat And Tails secured key file for future use of our services (Please see item #12 - Terms of Agreement)
5. **Visit Times:** Top Hat And Tails will visit at the requested times as closely as possible. However, if we are caring for multiple pets, the times may be shifted a little to accommodate our clients. We will do our very best to arrive at the appointed times.
6. **Inclement Weather:** In the event of inclement weather, Top Hat And Tails has requested, on your contract, the name and phone number of a person living nearby. If Top Hat and Tails is physically unable to reach your home due to impassable roads, please provide us with this information so that we can contact this person to request assistance. Your pets' health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.
7. **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 people entering and leaving your home, Top Hat And Tails can not 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 cleaning services, repairpersons, friends, family and neighbors. Top Hat And Tails does not accept liability for other persons who will be in your home during pet care and health services.
8. **Vaccinations/Immunizations:** Top Hat And Tails requires that all pets have the necessary vaccinations and immunizations before service begins.  
**Rabies Vaccination must be listed on Pet Information page.**
9. **Comfort Calls:** You may call us to check on your pet. Since we are often out of the office, please leave a message and your call will be returned. We can also provide periodic email updates.
10. **"I'm Home": Please remember to call when you have returned home safely!** Please call at any hour and leave a voice message that you have returned. If we do not hear from you we will continue visiting to assure the safety and well-being of your pets. Additional trips will be added to your bill at the regular rate.
11. **Unforeseen purchases:** Top Hat And Tails 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 \$15.00 trip fee will be charged to the pet owner.

12. **Pet waste:** Top Hat And Tails will properly dispose of all pet waste.  
Please indicate where pet waste should be disposed. We recommend earth friendly bags for dogs.
13. **Leashes:** All dogs will be required to be on a leash during outdoor walks.
14. **Animal Behavior:** Animals behavior can be unpredictable. Top Hat And Tails does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a Top Hat And Tails provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the Top Hat And Tails Pet Care provider or by the animal. \*\*
15. **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.** Top Hat And Tails 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.
16. **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.
17. **House Cleanliness:** Top Hat And Tails will clean up after your pets to the best of our ability.  
Please inform us of the designated area for the appropriate cleaning supplies.
18. **Privacy Policy:** All of your information will be kept private and confidential. Top Hat And Tails 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 Top Hat And Tails will be caring for your pets and your home.
19. **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 and heating and air units.
20. **Thermostats:** Please leave your thermostat settings within a normal comfortable range. This is to ensure the health and comfort of your pets during our time of service.
21. **Extended Absence:** In the event you have to be away longer than planned it is mandatory that we hear from you. We will only accept extensions of service by direct confirmation. Your pets' well-being depends on our communication.
22. **Early Returns/Last minute Changes:** It is not unusual for trip plans to change at the last minute.  
Top Hat And Tails will make every effort to accommodate changes in plans to the best of our ability.
23. **Cancellations:** Please provide as much notice as possible. Cancellations may result in a cancellation fee equal to the first scheduled days services.
24. **Payment:** Top Hat And Tails accepts cash or checks. Payment is due at the time of or prior to the first visit.  
The check may be post dated to reflect the last date of service. **Please make all checks payable to Julie Nixon.**
25. **Returned Check Charges:** There is a \$35.00 fee for all returned checks.

\*\* Additional charges may apply for dog(s) that are difficult to handle on walks or in their home.

I, \_\_\_\_\_, have read, understand and agree to the policies and guidelines of Top Hat And Tails Pet Sitting. I further understand that a copy of this form shall be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Top Hat And Tails Pet Sitting.

Pet Owner \_\_\_\_\_ Date: \_\_\_\_\_

Top Hat And Tails Pet Sitting: \_\_\_\_\_ Date: \_\_\_\_\_