

## **Tate's Creek Pet Sitting Policies and Rate Agreement - Read and Sign at end**

**1.\*MOST IMPORTANT\* ALL CLIENTS must contact me by text or email within 48 hours before your vacation departure to confirm your scheduled visits.** It is very important that we confirm your visits before you go, to prevent any possible scheduling issues. If you fail to contact me, TCPS will not be responsible for the consequences of any missed visits.

**2. Play it, Sam:** Pet sitting visits last up to 30 minutes, depending on the type of animal and care needed. All of your pets and house care are included in this visit. Approximate times for dog visits are 8am, 3pm, and 9:30/10 pm. Midday dog walks are usually done between 11am – 1:30pm. These times may vary. Cats and other pets requiring single visits are usually in the afternoon, but may be at any time of day. I will do my best to accommodate your schedule as closely as possible. If more than 30 minutes is needed for one visit, an hourly rate will apply.

**3. Keys to the Castle:** A key is **required**, unless you have multiple keyless locks. No exceptions. Garage keypads can be unreliable due to power outages and malfunctions. Two ways into the house are required; alternate ways to enter the house may include garage keypads, a second key provided, key hidden outdoors, or an extra key with a neighbor or family member who lives in Lexington. If the lock, key, or garage door breaks, the client will pay for repairs and/or a locksmith to access the house. Alarm and keypad passcodes are kept only on my passcode locked device. I will pick up your key(s) at the first consultation. You should be prepared to pick up your key following your trip, or I can put the key into my safe to retain it for the next trip. If I am going past your house on another trip, I may drop off your key, but I will not make a special trip to pick it up and drop it off every time you need me. I have a deck box on my porch where we can exchange keys if I'm not home. Please do not write your name or address on your key, for security reasons. Pet names only. If you have a small keychain to attach to your key, that can be helpful with identification of your key. If not, I will attach a key tag.

**4. Uncle Bob May Visit:** You may allow other people access to your house while you are away. HOWEVER, if there are other persons staying at, entering, working in, or visiting your home during the time I am caring for your pets, client agrees to hold Kristen Fowler and Tate's Creek Pet Sitting harmless for any damages, theft, or problems that may arise, to other people, property or animals, including injury to or loss or death of a pet. Please inform me at the time of the consultation of anyone who may have access to the inside of your home while you are away. This includes cleaning services, repair persons, friends, family, neighbors and others. If I arrive at your house and someone unexpected is there, I will contact you immediately or call the police.

**5.Leaks, Lakes, and Locks:** If you are on vacation, I will occasionally take a quick look around the house for unlocked doors, home damage, leaks, and flooding, especially if there are heavy storms or large amounts of precipitation. If there is a place in your house you do not wish me to go into, please inform me in advance.

**6. Put some Windex on It:** I will clean up after your pets to the best of my ability. If there are accidents above and beyond the normal amount anticipated, I will charge an hourly fee for cleanup time. I will clean up after your pet and myself, but don't do other general housecleaning, laundry, dishes (other than the pet's), etc. Please leave the sink free of dirty dishes so that I can use it. Please provide me rolls of paper towels and the cleaning supplies of your choice.

**7. The Alley Cat:** Tate's Creek Pet Sitting will not be responsible for outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home for their own safety in your absence. All outdoor animals must have free access to weatherproof shelter, unfrozen water, regular access to food, and a crate, barn or place to come indoors in the event of dangerous weather conditions.

**8. Honey, I Forgot the Dog Food:** Please leave enough food, medication, and supplies for your pets to last the duration of the trip. With your permission, I will purchase additional pet food, litter, or other needed items that contribute to the health and well-being of your pet while you are absent. I will retain a receipt and the pet owner is responsible for reimbursement of these items. If I have to make a special trip to purchase food and supplies, a \$15.00 fee will apply.

**9. Running the Iditarod:** All dogs will be required to be on leash during outdoor walks. All dogs should be wearing a collar with identification and licenses. You are responsible for making sure that the dog's collar or harness is the proper size and fit when securely fastened. Please have bags available for dog waste, which I will pick up and dispose of properly. Rolled bags are preferred - grocery bags often have holes. Dogs over 25 pounds must be trained to walk on a leash such that they don't pull me down the road (I am not a sled), and may not attack other dogs or people.

**10. It's Gonna Rain on Your Head:** In the case of hazardous weather, dogs will only be taken out for as little time as it takes to get the business done. Hazardous weather includes extreme heat or cold, thunderstorms or heavy downpours, and ice on streets and sidewalks. We do walk in light rain.

**11. When the Monkeys Go Bananas:** Animal behavior can be unpredictable. Your pet may be perfectly comfortable with me when you are there, but may be wary when I arrive alone, and it may sometimes take a few days for the pet (especially cats) to adjust. If you have an animal, such as a cat, who hides when I enter the house, I will do my best to find it, but I can't guarantee its health or safety if I can't find it at all, or all I can see is a pair of eyes looking at me from under the bed. I will attempt to coerce them into following your wishes, but won't force any pet outside of critical conditions. Tate's Creek Pet Sitting and Kristen Fowler do not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury or harm to animals, property, or people. As a rule, I do not take care of aggressive dogs. If your pet has a history of any kind of aggression, you must inform me before our consultation.

**12. The Doctor Will See You Now:** I administer medications, including shots, free of charge. If there is extra time required to medicate your pet, the hourly fee will apply. The animal must be reasonably willing to comply with administration. If the pet cannot be caught within 30 minutes, or attacks resulting in injury when approached, then it will remain unmedicated. In this instance I reserve the right to take the pet to a veterinarian for boarding and medication administration, at the client's expense. I advise that pets with serious illnesses or who are medically fragile be boarded with a veterinarian instead of left at home. While I do have some knowledge of first aid for pets, I cannot provide round the clock care or immediate veterinary assistance.

**13. The Black Plague:** If your pet has a contagious condition or illness, such as (but not limited to) sarcoptic mange, ringworm, feline leukemia virus, upper respiratory infection, contagious eye infection, parvo or distemper, canine flu, intestinal parasites, or if you have a flea or bedbug infestation in your house, you must advise me of this fact before I arrive for your consultation. In some cases I may care for your pet, others I will not. This decision will be made on a case by case basis. The health and safety of all my clients and their pets (as well as my own) is my first priority. If I care for a pet with a contagious condition, I must make preparations not to transmit that condition to other animals. Failure to disclose these circumstances before your consultation will result in an automatic decision not to care for your pet.

**14. Yikes, is that a Shot?:** All cats and dogs under my care must have a current rabies vaccination, as required by law.

**15. They're not getting older, they're getting better:** I have experience with elderly pets and will do my very best to see that they are kept clean, comfortable and generally cared for. Please realize that there is a chance that an elderly pet could pass away in your absence, despite my best care. In this event, please let me know how you would like me to proceed as far as care of the body. Cremation, burial, autopsy, or veterinary assistance during this time will be the financial responsibility of the owner.

**16. The Men In Blue:** In the event of a true emergency such as a fire, flood, or break-in, I will see that the proper authorities are contacted and that your pet is left housed in a safe location. If your home is unsafe, this may be at a local kennel or veterinarian, and the client will be responsible for those charges. I am not able to take other pets into my home.

**17. The Flight Delay:** It is common for trip plans to change at the last minute. If your trip plans change, please inform me **as soon as possible**. If I arrive at your house and you are home already, you will be charged for the visit. If you find yourself in need of extra visits, I can usually do that.

**18. We All Got the Stomach Flu:** Emergencies happen and plans change! I understand this and normally don't charge for cancellations. However, during Thanksgiving (three days before and after the holiday) and Christmastime (December 20-January 1), a \$50.00 deposit will be charged up front for bookings (or 50% if your bill will be less than \$50). If you cancel more than a week before the holiday, that amount can be applied to a future visit

within the next year. If the cancellation is less than a week before the holiday, the deposit will be forfeited. Please understand that I am usually booked during these holidays, and your reservation means that I have likely turned someone else away on your behalf. (If you read all the way to this item, ask me for \$2.00 off your first visit ;)

**19.Rates and Payment Terms:**

**Rates:** Within 2 miles of Charleston Gardens Blvd. (Lexington): \$15.00/visit (30 minute visit.)

Outside service area (more than 2 miles): \$18.00/visit.

Farm sitting (any location): \$30.00/hr

**Other charges:**

\*Hourly rate for extra time: \$20.00.

\*Supply run - \$15.00

\*Vet visit: \$30.00 (one hour), \$20.00 per additional hour. Emergency visits after 10pm: \$50.00.

\*Vet, groomer, or kennel pick-up or drop-off - \$20.00, one way (within 3 miles)

**\*Client is responsible for cost of supplies, groomer, vet, hospital, or kennel services required. Client agrees to pay for number of visits agreed upon, plus any extra charges. Cost may be presented before service if requested, however some unforeseen charges may still apply.**

**Payment:** Tate's Creek Pet Sitting accepts cash or checks. A bill will be left on your kitchen counter at the end of service.

**Payment is due upon your return.**

**You may also leave payment at your first visit.**

**For weekly clients, payment is due at the end of each week.**

Please make all checks payable to Tate's Creek Pet Sitting. Payment may be mailed, left at your house, or dropped off in person. Cash must be left at your house or dropped off in person to prevent theft. *Please don't leave cash in the mailbox.*

**(Optional) Special payment terms:** \_\_\_\_\_

**Tax:** The Kentucky State Legislature has passed and is now implementing a 6% tax on all small animal veterinary and pet care services, including pet sitting, beginning July 1, 2018. Your tax will appear as a separate line on your bill.

**I, (print name) \_\_\_\_\_ have read, understand and agree to the policies and rates of Tate's Creek Pet Sitting. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Tate's Creek Pet Sitting, a copy of which may be requested at any time and is also posted on the website (www.tatescreekpetsitting.com).**

**PetOwnerSignature \_\_\_\_\_ Date**