

## **Amanda & FURiends (A+F) POLICIES**

### PAYMENT POLICY

Payment is due prior to the beginning of any services scheduled (this does not apply to recurring daily services) unless otherwise agreed upon by Amanda & FURiends.

Past due balances will incur a late charge of 10% if the bill remains unpaid for 7 calendar days past its due date.

We accept most Credit and Debit Cards, PayPal, Cash, and Checks. Checks are subject to a \$35 fee if returned for insufficient funds. If your check is returned, you will have to use another form of payment for future services.

Any past due invoices must be paid prior to any new requested services being approved or prior to services starting in a new billing cycle.

### BOOKING A PET SERVICE ONLINE OR IN PERSON

#### Weekend Services

Any services during a weekend (Saturday and Sunday) MUST BE requested no later than 8pm on Wednesday of the same week. (We understand major emergencies happen. If that is the case, please reach out directly to Amanda.)

#### Last Minute Requests

Booking requests for travel involving drop ins, walks, overnights, and live in visits made seven (7) days or less, or (reoccurring) daily drop in/walk visit requests 24 hours or less to the start of the requested time block will incur a \$10 fee per visit to accommodate your request.

All cancellations and requests for schedule changes MUST be made through the website. Cancellations and schedule changes cannot be accepted or approved by our Pet Care Specialists.

All service requests MUST be submitted through the website. This includes even if you've reached out to inquire about availability. All availability inquiries for services still must be submitted via the website.

All Non-Holiday Services (excluding Vacation Drop In/Dog Walks, Overnight Pet Sitting, and Live In Pet Sitting):

Clients are required to pay for services at the time of booking.

Client's booking recurring weekly or daily visits (approved by Amanda) are required to pay for those services 48 hours prior to the first visit each week.

Established clients booking recurring weekly or daily visits will be required to pay for those services after the last service is completed for the current week.

All Non-Holiday Services for Vacation Drop-Ins/Dog Walking/Pawjama Parties, Overnight Pet Sitting/Live-in Pet Sitting:

All pet sit booking requests with invoices totaling \$200 or more require a 25% non-refundable/non-transferable deposit to hold your spot. Your request will not be confirmed until receipt of payment. Invoices for service requests submitted within fourteen (14) days of the start of your booking will be due in full to confirm visits. The remaining balance will be due fourteen days prior to the start of services.

### CANCELLATION POLICY FOR NON-HOLIDAY SERVICES

Daily Client Dog Walking/Drop-Ins: We understand that plans can change. We don't charge for cancellations with adequate notice. Cancellations made less than 24 hours of the start of the scheduled visit time-block will be charged the full amount. A credit will be applied if cancellation is submitted more than 24 hours in advance.

Pawjama Parties: We understand that plans can change. We don't charge for cancellations with adequate notice. Cancellations made less than 48 hours of the start of the scheduled visit time-block will be charged the full amount. A credit will be applied if cancellation is submitted more than 48 hours in advance.

Vacation Drop Ins/Dog Walking, Overnight Pet Sitting Services/Live-In Services: For cancellation of services, late departure, and/or early returns (unless due to extreme circumstances as determined and approved by the owner of Amanda & FURiends), no refunds or credits will be issued, as we only have limited availability for overnights and had to turn down other service requests. Any services canceled within fourteen (14) days of your start date will still be responsible for the remaining balance and will not be issued a refund or credit.

### PAYMENT AND CANCELLATION POLICY FOR HOLIDAY SERVICES

Holiday Overnight Services/Live In Services and Pet Service Visits: Clients will be required to pay in full at the time of booking holiday services. Amanda & FURiends is limited in the amount of overnight, live-in, and pet sitting services that can be scheduled and when booked, Amanda & FURiends may turn down other requests.

Due to the high demand during the holidays, we adhere to a very strict Cancellation Policy. There will be no refunds or credits issued for Holiday Services if services are cancelled by the client. For early returns, no refunds or credits will be issued, as we only have limited availability for overnight and live-in visits and have to turn down other service requests.

Holiday surcharges for pet visit services (\$10 per service), overnight pet sitting (\$20 per overnight service visit), and live-in pet sitting (\$60 per day) will apply for all services.

Holidays include: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.

### ACCOUNT CREDITS

Dog Walking/Drop-Ins - Credits must be used within 45 calendar days from the original date of service.

### SUPPLY REPLENISHMENT

It is important to ensure you provide enough food for the days you will be away, but in case the food was to run out please tell us the brand of food your pet(s) eat and where it can be purchased. (Client agrees to

reimburse Amanda & FURiends within 3 days of the purchased supplies, as well as a \$40 supply errand charge.)

#### OTHER PEOPLE IN YOUR HOME OR ON YOUR PROPERTY

We require that you notify us immediately if there is ever a possibility that other individuals (ie., House Cleaning Service) will be in your home during any time period when your pet is in our care. We take the care and safety of your pet and home very seriously and will contact the police if we feel your home safety has been violated. A+F accepts no liability for any breach of security or loss of or damage to client's property if any other person has access to the property during the term of this Contract. A+F shall not be liable for any mishap of whatsoever nature which may befall a pet or caused by a pet who has unsupervised access to the outdoors. A+F is released from all liability related to transporting pet(s) to and from any veterinary clinic or kennel, the medical treatment of pet(s) and the expense thereof. A+F is released from all liability of injury, loss or death to pet(s) caused by other pet(s) or animals(s) not under the control of A+F.

#### SHARING RESPONSIBILITY/LIABILITY

A+F will decline to provide pet sitting services to a client who has someone in addition to A+F caring for pets.

#### RABIES VACCINATIONS

We require that all pets are up to date on their rabies vaccine. We may ask for proof of vaccination.

#### OVERNIGHT/LIVE-IN PET SITTING/MULTIPLE VISITS WHILE AWAY SAFETY

We understand that things can happen, such as flights getting cancelled/delayed, traffic, emergencies, etc. Because of these unforeseen circumstances and for the safety of your pets, we require you to contact us once you have returned home by the expected date and time. If we have not heard from you at that time we will attempt to contact you. If we still have not heard from you after two hours, we will continue with pet services until your return. These services will be billed at the standard rate of service.

#### PET PHOTOS

We will often take pictures of your pets while in their care to share with you via text or email. We like to share these photos with other interested clients via our website or on our company's Social Media Accounts. If you wish to not have your pet featured, please contact us to let us know.

#### AGGRESSIVE/UNCONTROLLABLE/BITING PETS

Due to the safety of ourselves, others, and the pets, we reserve the right to refuse or cancel services due to pet aggression, biting, or being uncontrollable. If your pet has shown any type of aggression or has bitten in the past, please be honest with us during the meet and greet. If your pet shows any type of aggression or bites a human or animal; once services have started or you've completed the meet and greet; you MUST contact Amanda within 24 hours of the incident. Your pets are our number one priority and we want to ensure their safety. If any pet shows signs of aggression, or bites/attacks the A+F staff,

A+F retains the right to refuse service. A+F will notify the client and arrangements will need to be made for the continued care of the pets. Refunds will not be given for the visits canceled due to aggressive behavior. Pet owners are responsible for all medical bills and lost wages of the A+F staff resulting from an animal's behavior.

### PET ACCIDENTS

Some pets may not adjust to the client's absence right away and may have an accident in the client's home. This is normal and A+F will make every effort to clean up after your pet. However, A+F reserves the right to increase the number of visits per day if your pet is consistently soiling your home between visits. The client will be notified of the increase in visits and receive an invoice for these additional visits. A+F is not responsible for your pet's accidents.

### WEATHER

Our goal is to ensure the safety and health of your pet. Outdoor activity may be limited due to weather conditions.

### SNOW AND ICE POLICY

It is the client's responsibility to ensure all driveways, parking spots, and pathways are clear of snow and ice during the winter months when they require A+F services. This is not only for our safety but for the safety of your pet(s) as well. If we arrive at a visit and are unable to safely park and walk up to your residence, the visit will be canceled and you will still be charged. If you are going to be away for a duration of time, it is your responsibility to secure snow and ice removal services. If we have to secure snow and ice removal services, you will be charged the cost of the removal service and a \$75 service fee.

### PET PROOFING

It is the client's responsibility to pet-proof any areas of the home/property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to keep pets inside or away from any areas your pet is not allowed access too. A+F is not liable for any injuries pets may sustain while alone in its own home/property. A+F also cannot be responsible for damages to the home/property that pets may cause if they are free-roaming in an unsecured area of the home.

MINIMUM NUMBER OF CONSECUTIVE DAILY VACATION/AWAY/BUSINESS TRIP VISITS (This is not for normal daily/weekly visits.)

Cats and any pets other than dogs: A+F requires a minimum of one service visit per day. We will not accept any jobs where we are asked to skip days. This is for the safety and well-being of your pets.

Dogs: A+F requires a minimum of three service visits per day if the dog(s) do not have access to a fenced in backyard via a dog door. A+F requires a minimum of two service visits per day if the dog(s) do have access to a fenced in backyard via a dog door. This is for the safety and well-being of your pets.

### KEY POLICY

A key pickup or drop off fee of \$20 will now be added if you do not keep a key on file with us or request your key back for any reason. This will be charged for each pickup and drop off visit. We highly recommend that you leave a key on file or procure a realtor lockbox that we have access to. IF you choose to only use a keypad (have chosen not to give us a key or access to a hidden one) and we are unable to gain access to the home, you are responsible for all locksmith fees.

RATES

We reserve the right to adjust our rates as needed.

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Client's Signature

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Client's Name

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Date

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Amanda Brindle - Owner  
Amanda & FURiends

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Date