



# Terms of Agreement for Pet Care Services, Guidelines, and Policies

- 1. **Visit times:** My Favorite Pet Nanny 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.

**Date Services Begin:** \_\_\_\_\_ **Date Services End:** \_\_\_\_\_

The client requests the following # of visits during the above service period:

	Early AM 6am-9am	Mid-Morning 9am-11am	Mid-Day 11am-1pm	Early PM 1pm-3pm	Mid-PM 3pm-6pm	Late PM 6pm-9pm
First Day						
Days Between						
Last Day						

- 2. **Inclement Weather:** The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it's not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that the above-mentioned contingency plan has been activated.
- 3. **Emergency Contact:** My Favorite Pet Nanny has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for My Favorite Pet Nanny, customer realizes that My Favorite Pet Nanny will provide service but not until conditions allow us to reach your home safely.**

Emergency Contact Name, Address, Ph#	
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- 4. **Emergency Pet Care:** In the event we need to take your pet to the emergency clinic or your veterinarian, the additional time will be billed to you at **\$40/hour**. Please complete and sign the **Veterinarian Release Form**.
- 5. **Necessary Purchases:** In the event we need to go to the store to obtain pet food, litter, cleaning supplies or other necessary items that contribute to the health and well-being of your pet while under our care, we require your full reimbursement upon submission of the receipt and billable rate for our shopping time at **\$40 per hour**, due in full upon your return. Balances unpaid after 3 days incur a **10% late fee** charge.
- 6. **Liability and Other Simultaneously Scheduled Services:** Please be advised that if there are other persons entering and leaving your home, My Favorite Pet Nanny 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 cleaning services, repairmen, friends, family, friends and neighbors. My Favorite Pet Nanny does not accept liability for other persons who will be in your home during pet care and health services.

7. **Vaccinations/Immunizations:** My Favorite Pet Nanny requires that all pets have the necessary vaccinations and immunizations before service begins if the pet will be leaving your premises for a walk with us or coming to stay at our location for doggy day care. We may ask to see expiration dates for rabies vaccinations.
8. **Indoor Pet Waste:** My Favorite Pet Nanny will properly dispose of all pet waste found inside the home during a visit. Litter boxes will be cleaned. We are not responsible for any carpet/flooring stains but will do our best to clean up with what cleaning supplies you provide. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
9. **Outdoor Poop Scooping:** My Favorite Pet Nanny will properly dispose of pet waste found in your yard and during any walks. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed, or show us where you keep the container to be used for direct pet waste disposal.
10. **Leashes:** All dogs will be required to be on leash during outdoor walks or for bathroom breaks in unfenced areas.
11. **Animal Behavior:** Animal's behavior can be unpredictable. My Favorite Pet Nanny does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a My Favorite Pet Nanny 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 My Favorite Pet Nanny Pet Care provider or by the animals
12. **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.** My Favorite Pet Nanny 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 client's animals in a fenced-in area. This includes electronic, wood, metal or any other type of fence.
13. **Other dogs:** We will not permit your dogs to interact with strange dogs during walks. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
14. **House Cleanliness:** My Favorite Pet Nanny 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 above and beyond the normal amount anticipated, My Favorite Pet Nanny will charge a reasonable fee for clean up time.
15. **Privacy Policy:** All of your information will be kept private and confidential. My Favorite Pet Nanny 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 that My Favorite Pet Nanny will be caring for your pets and your home.
16. **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.
17. **Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-78°F) to ensure the health and comfort of your pets and My Favorite Pet Nanny during our time of service.
18. **Early Returns/Last Minute Changes:** It is not unusual for trip plans to change at the last minute and we ask that you notify us **immediately** if you will be returning earlier than planned. However, please understand that My Favorite Pet Nanny 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 for the original dates scheduled.
19. **Cancellations/Terminations:** My Favorite Pet Nanny requires a full **(2) two-day notice** for cancellations prior to the date of the first visit, or in the case of a recurring or mid-day appointment, a full (2) two-day notice for cancellation prior the next scheduled visit day. Failure to provide notice in less than (2) two full

days will result in a \$10.00 cancellation fee payable by the pet owner and due (3) three days after the original first visit day.

- 20. Holiday Cancellations:** With the exception of severe weather, life threatening emergencies or a death in the family, any cancellations prior to a major holiday (Christmas, New Years, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day and Thanksgiving) with less than a (4) four-day notice will result in payment due of 50% of the total invoice. We request your understanding that holiday travel is a peak service time for pet care.
- 21. Returned Check Charges:** There is a \$10.00 fee for all returned checks.
- 22. Late Payments:** There is a 10% late charges fee for all late payments. Payments are considered late if not received within (2) days of the first visit.
- 23. Payment for Services:** Invoice will be sent at the time the booking and reservation is accepted, and is due no later than (2) two days prior to first date of service. If on a recurring weekly schedule, payment for the following week is due two days before the first date of service for that week.
- 24. Additional Services Requested:** My Favorite Pet Nanny will include all additional services within the time frame that you have scheduled, if possible, and if additional time is required to complete those extra duties requested, the billable rate of \$10 per each 15 minutes will be invoiced and due within 3 days of your return.

I request the following extra services to be rendered during the length of time scheduled for pet care services.

Water Plants	Mail/Newspaper	Lights	Drapes/Blinds	Trash (day)

Other additional requests agreed to by My Favorite Pet Nanny: \_\_\_\_\_

I, \_\_\_\_\_, have read, understand and agree to the services described above, policies and guidelines of My Favorite Pet Nanny. 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 My Favorite Pet Nanny.

Pet Owner: \_\_\_\_\_ Date \_\_\_\_\_  
(Print Name & Sign)

My Favorite Pet Nanny \_\_\_\_\_ Date \_\_\_\_\_  
(Print Name & Sign)