

**Fur to Feathers Pet Sitting Service**  
**Contract/Guidelines and Policies**  
**Cats/Dogs/Birds/Other**

1. **PET SITTING:** Visits are \$\_\_\_\_\_ per visit.

**Dog Walking or Mid-Day Visit:** \$\_\_\_\_\_ per 30 minutes, or \$\_\_\_\_\_ per 60 minutes.

**Holiday Visits** are \$\_\_\_\_\_ per visit and/or \$\_\_\_\_\_ per day. (Refer to #14 for specific list of holidays).

**Other Stays:** \$ \_\_\_\_\_

2. **VISIT TIMES:** **Fur to Feathers** 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.

3. **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, **Fur to Feathers** 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, pest control, repair persons, friends, family, landlords, neighbors, etc.

4. **VACCINATIONS/IMMUNIZATIONS:** **Fur to Feathers** requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations.

5. **UNFORESEEN PURCHASES:** **Fur to Feathers** 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. An additional **\$15** trip fee will be charged to the pet owner.

6. **HOUSE CLEANLINESS:** **Fur to Feathers** will clean up after your pets to the best of our ability. Please inform us of the designated area where appropriate cleaning supplies are located. If there are accidents above and beyond the normal amount anticipated, **Fur to Feathers Pet Sitting** may charge a reasonable fee for time spent cleaning up.

7. **PET WASTE:** **Fur to Feathers** will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like the waste bags disposed.

- 8. ANIMAL BEHAVIOR:** Animal behavior can be unpredictable. **Fur to Feathers** does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a **Fur to Feathers** 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 **Fur to Feathers** provider or by the animals.
- 9. PRIVACY POLICY:** All of your information will be kept private and confidential. **Fur to Feathers** 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, **Fur to Feathers** will be caring for your pets and your home. (Refer to the [Privacy and Asset Protection Policy](#) section of this document.)
- 10. HOUSEHOLD EMERGENCIES:** **Fur to Feathers** will obtain emergency contact information for you at the consultation. It would be very helpful to leave contact information for a trusted maintenance company or person for any household emergencies that may arise during your absence. This includes, but is not limited to leaking pipes, malfunctioning water heaters, air conditioning units, etc. (Refer to the [Emergency Repairs Authorization Form](#).)
- 11. THERMOSTATS:** Please leave your air conditioner thermostat setting within a normal comfortable range (77° to 80° F). We may need to adjust the thermostat in your absence to ensure the health and comfort of your pets, including turning it on or off.
- 12. EARLY RETURNS/LAST MINUTE CHANGES:** It is not unusual for trip plans to change at the last minute. However, please understand that **Fur to Feathers** 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.
- 13. CANCELLATIONS:** **Fur to Feathers** requires a **full 4-day notice** of cancellation prior to the date of the first visit, except for severe weather, life threatening emergencies or a death in the family. Failure to provide notice in **less than 4 days** will result in a **\$25** cancellation fee.
- 14. HOLIDAY CANCELLATIONS:** With the exception of severe weather, life threatening emergencies or a death in the family, **ANY** cancellations prior to a major holiday (i.e., Christmas, New Years, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, and Thanksgiving), with **less than a 4-day notice** will result in **25%** of the total invoice for scheduled pet care to be paid. We request your understanding that holidays are a peak service time for pet care.
- 15. PAYMENT:** **Fur to Feathers** accepts cash or checks. Payment is due at the time of or prior to the first visit. Please make all checks payable to **Fur to Feathers**. There is a **\$35** fee for all returned checks.

## Additional Policies Specific to Dogs

- 16. LEASHES:** All dogs will be required to be on a leash during outdoor visits/walks.
- 17. 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. **Fur to Feathers** does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or other, when instructed to leave the client's pet in a fenced-in area. This includes electronic, wood, metal, or any other type of fence.
- 18. 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.
- 19. CANCELLATION OF MID-DAY SERVICE:** A **48-hour** notice is required prior to the next scheduled visit. Otherwise, payment is due for the time originally agreed upon.

## Privacy and Asset Protection Policy

At **Fur to Feathers Pet Sitting**, your privacy and assets are a principal concern to us. To provide you with the best service possible, and protect you and your assets, we have certain requirements and policies that we have put into practice.

We do not divulge the identity of our clients to anyone outside of our business. In a further measure, if, through outside means, people know you are a client of ours, they will never know the exact dates of service that we provide to you. Furthermore, if for some reason, someone arrives at your house while we are contracted with you, we will inform them that we are providing services as per your request, and that you are currently unavailable. Beyond that, we will answer no further questions, and will not be able to take any messages in this instance.

If anyone contacts us with an urgent need to contact you, regardless of relation to you, we will contact you on their behalf. We will not under ANY circumstances release information to them.

While we are providing services to you, any advertising signs are removed to prevent someone from deducing that you are not at home.

If we secure a key to gain access to your home, it is secured so that no one can match your key with your information. If you provide us with any codes (entry door, garage door, security system), the code is also secured.

If, at any time we feel your privacy or security of your assets is in jeopardy, we will take whatever measures necessary to protect you. If this is an issue that needs your input, we will immediately contact you.

These policies and guidelines may be modified or changed in the future to adapt to changing business conditions. This is all done to ensure we provide you with exceptional service.

I, \_\_\_\_\_ have read, understand, and agree to the policies and guidelines of the **Fur to Feathers Pet Sitting Service**. I further understand that a copy of this form will be kept on file for documentation purposes. All policies and guidelines are subject to change at the discretion of **Fur to Feathers Pet Sitting**.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Signature

\_\_\_\_\_  
Date