



OFF COLLAR
PET CARE

Policies and Procedures

PAYMENT AND DEPOSIT: Payment and deposits are made through the Time To Pet app, though checks will also be accepted on a case by case basis. When paying through the app, you will receive as a text message or email that will allow you to add your credit card information. Please note payments through Paypal and Venmo are no longer accepted forms of payment. For first-time clients, 100% of your payment is required prior to beginning service with OFF COLLAR, LLC (Off Collar or OC) in order to secure your dates and service.

Please note, all discounted or bundled packages must be paid for in full in advance of the 1st service. Or card kept on file to be charge on the due date of the invoice.

Full Payment is required in advance to secure holiday reservations as space is limited and is on a first-come-first serve basis.

Initial Consultation: We **require** an initial consultation prior to the first service visit for all new clients. This gives everyone an opportunity to get to know each other and ensure that your pet sitter is a good fit for you and your pets. **This consultation is \$15.**

BUSINESS HOURS: Our regular business hours are Monday-Friday from 9am to 4pm. The office is closed on all Federal holidays.

RESERVATIONS: Your reservation is only confirmed when you have received a final invoice/confirmation via e-mail. You may use our on-line scheduling system to do so. Messages left are not considered confirmations.

HOLIDAY FEES: We believe strongly that no pet should feel left behind. More importantly, no pet-owner should have to struggle to find responsible, professional care for their pets, especially during the stressful holiday season. OFF COLLAR observes all Federal Holidays. Rates for holiday visits incur a surcharge of **\$15 for each visit** performed on the actual holiday. We require a nonrefundable deposit two weeks prior to the onset of any holiday service. This includes any service scheduled over the week preceding or following the holiday. Regularly scheduled daily walks will not occur on the above days – however, we are happy to add them to your schedule and will assess the holiday fee.

CANCELLATIONS: Except during holiday periods, cancellations may be made up to **24 hours** in advance for dog walks and **72 hours** for any other scheduled services. After that period, you will be charged the full price for the visit. Except in cases of extreme emergency, that is agreed upon by both the client and OFF COLLAR, **no refund** will be given for missed services if the client has cancelled more than 3 times in a month.

INCLEMENT WEATHER: OFF COLLAR reserves the right, in its sole discretion, to adjust the timing of pet sitting visits and to cancel daily dog walks due to weather, national emergency, and/or another emergency. If the local government offices close, all daily dog walks will be cancelled, and clients will receive an account credit for missed walks.

HOLIDAY PERIOD: 100% payment is due to secure your reservation. Cancellation **14 or more days** in advance will receive **50% deposit** back; cancellation **7-13 days** in advance will receive **25% deposit** back; and

cancellations occurring **6 or fewer days** prior to reserved dates will receive **0%** deposit back.

CONFIDENTIALITY: We recognize that your privacy is important to you and your family. We will not, at any time, either directly or indirectly, use any information for our own benefit, disclose, or communicate, in any manner, any information to any third party. I will also not divulge the dates or nature of your travel or relationship with OFF COLLAR without your written permission. While photos of your pets are used on social media, OFF COLLAR website, and marketing materials, other than the name of the pet none of your information will be disclosed unless asked prior.

VISIT HOURS: Morning visits occur between the hours of 7:00 am and 9:00 am. Evening visits will be between the hours of 6:00pm and 8:00 pm. Midday walks occur between 10:00 am and 3:00 pm. If your pet has a specific medical need, please alert your sitter, who will be glad to work with you to set up a specific schedule. Cats are always visited a minimum of every 24 hours and dogs are visited a minimum of every 12 hours.

FRIENDS AND FAMILY ACCESS: We understand that your friends and families may want to check in on your pets while you are gone but we must know the names of those friends and family and the dates and times that they are expected. If we arrive at your home and there is an unexpected person in your home, we will leave the premises and report our finding to the local authorities. Additionally, OFF COLLAR is not responsible for any damages incurred to or in your home or to your pet during any time period that anyone other than OFF COLLAR has access to your home.

DELIVERY FEES: There will be a \$23 per hour delivery fee, plus the cost of the required item(s) if OFF COLLAR needs to pick-up supplies for your pet. Please

remember to leave adequate (or more) food, litter, leashes, etc. for your pet's needs.

LAST MINUTE SERVICE: Sometimes emergencies happen – our goal is to help you when you need it most, even at the last minute. However, **do not assume that we have received your last-minute request until you have received an invoice/confirmation via email. Emergency service is only provided to clients who have a key on file.**

KEYS: OFF COLLAR will retain 1 copy of your key/s at the time of your registration meeting. We will return your keys to you in person within 20 days of receiving written notice of your desire to have them returned. There is a \$12.00 key drop-off fee, and you or your designee must be there to receive the keys and sign for them. We do not leave keys in hidden locations on your property and will not mail them to you at your home address, unless sent certified with your signature required. (Certified mail fees are \$8.00). Your keys will be kept locked in a safe place with only double blind coding to identify them.

UNSECURED PETS: Cats and dogs left out in the yard or with access to a doggy-door are considered free roaming. In the event of illness, injury, loss or death, OFF COLLAR will not be held liable for these free-roaming pets. It is strongly advised that all pets wear an ID tag with a contact number and that they remain inside your home or confined for their own safety and welfare in your absence. If your pet has a security microchip – please that information during your registration meeting.

SECURED AREAS: It is the pet-owner's sole responsibility to pet-proof any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to

keep the pet inside or away from any 'forbidden' areas. The pet-sitter does not assume and has no liability for any injuries the pet may sustain while in its own home. OFF COLLAR will not be responsible for free-roaming or outdoor pet(s) in the event of illness, injury, loss or death. It is strongly advised that all pet(s) have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

SAFE ACCESS: It is the pet-owner's responsibility to provide safe access to their home - shoveling their sidewalks, steps and porch. If the client is out of town during the time of a snowstorm, the sitter will access the home and contract services to clear walkways if necessary. The fee for this service will be added to client's final invoice.

YOUR COMMENTS: At the end of our service period, or periodically, I will ask you to write a few comments of our work together as an evaluation. It helps me to see what you liked about the process, what results you received overall and anything else you'd like to add. I find this extremely valuable and now make it a consistent part of working with each client. I thank you in advance for this. Often, I ask clients if I can use these comments in the form of a client testimonial. You'll let me know if that's acceptable.