

Paskapoo Pet Services - Business Terms and Policies 2017-2018

(Policies are subject to changes or may be revised without warning – Consult the website for the most up-to-date version)



General Rates for Pet & House Sitting, Security House Checks and Private Dog Walking

Up to 30 min visit = \$25.50

Up to 45 min visit = \$37.25

Up to 60 min visit = \$50.00

Unless noted otherwise, visits are scheduled in "blocks" of up to 30, 45 or 60 minutes with no guaranteed minimum time. The actual visit length will vary depending on the scope of work, the number of pets, the services to be performed, driving time and outside circumstances. Pet sitting visits can be performed anytime between 6:00 am and 9:00 pm, at the discretion of Paskapoo Pet Services – we cannot schedule your visit for a specific time of day.

Other Fees

Initial Consultation is free of charge (maximum of 30 minutes).

GST (5%) is added to all our services.

Shoveling surcharge of \$15.00 per 10 minutes.

Statutory Holiday surcharge of \$10.00 per visit.

Time and Fuel surcharge of \$10.00 per visit for clients located in Bears paw, Balzac and outside of our Area of Service.

Additional consultations, key drop off and pick up surcharge is \$15.00 per visit.

For services such as Small Pet and Dog Boarding, Pet Taxi and Animal Waste Removal, consult the website for rates and conditions.

At Paskapoo Pet Services, we believe that intimidation and verbal or physical abuse towards humans and pets is not tolerable. We reserve the right to refuse service to such clients.



General Scope of Work and Hours of Operation

The "Scope of Work" is comprised of all the tasks to be performed by Paskapoo Pet Services while under contract, including but not limited to: companionship and playtime, dog walking, feeding, watering, administration of medications, litter box cleaning, cage and enclosure cleaning, plant watering, checking the mail, hot tub and pool maintenance, house and vehicle checks, and indoor and outdoor inspections. Paskapoo Pet Services does not engage in pet grooming, bathing and nail cutting. Paskapoo Pet Services does not engage in general house cleaning activities.



Client Communication / Scheduling / Daily Journal Updates

Clients are welcome to communicate by phone, email, text and Facebook (not recommended).

We do not return calls, emails or texts between the hours of 8:00 pm and 8:00 am, on Statutory Holidays, while driving a vehicle, or while travelling for vacation (unless it is an emergency).

Paskapoo Pet Services documents every visit and service performed with our Pet Sitting Software. Our software sends a "Daily Journal Update" by email after every visit or walk. Clients are not expected to consult and/or respond to each Daily Journal Update.



Aggressive behavior

We do not accept animals that exhibit aggressive behavior, or with a history of aggression. If your animal bites or attacks or causes bodily harm, the client will be responsible for all costs including, but not limited to: medical care, personal and property damage, legal fees, loss of income, etc. Depending on the severity of the aggression, City Bylaw and Police will be notified. Should your animal develop behavioral issues while you are away, you will be immediately notified to discuss pet sitting / boarding alternatives. We may suggest a "trial visit" if there are grounds to believe that a pet will not do very well with their pet sitter in the absence of their owners. Regular visit rate will apply.

Paskapoo Pet Services will not administer medications to unwilling, hiding or aggressive pets due to a high risk of bites and injuries. Pets with life-threatening illnesses requiring medication and which present a challenge to medicate, will be transferred to a boarding facility or a vet clinic at the pet owner's expense.



Initial Consultation & Service Agreement

All new clients require a complimentary Initial Consultation. We use this meeting to get to know our clients and their pets better, as well as to complete the paperwork, establish a visit schedule, pick up the keys and payment.

There is no obligation to the client to sign the Service Agreement or to commit to any services at the Initial Consultation. Paskapoo Pet Services also reserve the right to refuse service to a client upon the Initial Consultation without giving any specific reason. Additional meetings are subject to a \$15.00 fee per visit.



Keys

Paskapoo Pet Services requires two (2) sets of house keys or two alternate means of entry (e.g. one key and one garage entry code). We usually keep keys on file after the end of service to allow future, last-minute and emergency bookings. We offer one (1) complimentary key drop off (during business hours). Charges apply for additional key pick ups and drop offs. Paskapoo Pet Services is not responsible for defective keys, locks and codes. If we can't enter the premises, a locksmith will be called at the client's expense and additional fees will be charged accordingly.

Payment Policies

Without exception, full upfront payment and keys are required to secure and confirm all bookings and all services. *Paskapoo Pet Services reserves the right to cancel unpaid bookings at any time with no notice.* We kindly ask clients not to delay paying their invoice once it has been issued. We accept all forms of payment. Note that cash can only be exchanged in person. NSF cheques are subject to a \$50.00 fee.

Cancellation Policy

- *On-going Pre-Scheduled Daily Dog Walks*

We welcome a maximum of ten (10) cancellations per year for daily dog walks due to unforeseen circumstances (e.g. sickness or extreme weather) if the cancellation is made by no later than 8:00 am the same morning. In this circumstance, a credit will be issued. After the deadline (8:00 am), the regular charge will apply. After ten (10) cancellations, availability of service may be suspended at the discretion of Paskapoo Pet Services. No refund or credit will be given for walks cancelled over a Holiday Period (see below).

- *Pet and Home Sitting Services*

Cancellations made by Paskapoo Pet Services are fully refundable.
Cancellations made prior to the first day of service (24 hr notice minimum) are 100% creditable (credit valid for one (1) year).
Cancellations made prior to the first day of service (24 hr notice minimum) are refundable minus a \$50.00 cancellation fee.
Cancellations made after the first day of service are non-refundable and non-creditable (*including in case of early returns*).

Cancellations made less than 30 days prior to the first day of service booked over and/or overlapping Holiday Periods are non-refundable and non-creditable, including in cases of severe weather or health ailments preventing travel.

Holiday Periods 2017-2018

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| 1. Canadian Thanksgiving Weekend (October 6 th to October 9 th , 2017) | 6. Victoria Day Weekend (May 18 th to 21 st , 2018) |
| 2. U.S. Thanksgiving Weekend (November 23 rd to November 26 th , 2017) | 7. Canada Day Weekend (June 29 th to July 2 nd , 2018) |
| 3. Holiday Season 2017 (December 22 nd , 2017 to January 7 th , 2018) | 8. Heritage Day Weekend (August 3 rd to 6 th , 2018) |
| 4. Family Day Weekend (February 17 th to 19 th , 2018) | 9. Labor Day Weekend (August 31 st to September 3 rd , 2018) |
| 5. Spring Break and Easter (March 22 nd to April 2 nd , 2018) | |

- *Dog and Small Pet boarding*

Payment is required in advance to secure booking with a 30% penalty for cancellations (outside of Holiday Period).

Dog Walking Policies

- Dogs must be housetrained, carry their ID and city license and have their shots up to date.
- Daily dog walks are performed between 10:00 am and 3:00 pm and are scheduled at the sole discretion of your dog walker.
- Client must provide poop bags and a towel or wipes.
- Walks may be cancelled during episodes of extreme weather at the discretion of your dog walker.
- For safety reasons and to avoid injuries, we do not tolerate excessive pulling. Paskapoo Pet Services may suggest the use of special harnesses to correct pulling behaviors or the consultation with a specialist.
- Paskapoo Pet Services does not have a breed restriction but large dogs may be walked individually for safety reasons.
- We do not let strangers or other pets approach or touch your dog while in our care. We do not visit "Dog Parks" or "Off Leash" areas.

Pet and Cleaning Supplies / Plant Care, Shoveling and other courtesy services

Paskapoo Pet Services requires the client to provide all the supplies necessary for the care of the pet(s), which include, but are not limited to: leash, collar, harness, food, toys, treats, access to fresh water, poop bags, towels, cage bedding, cleaning supplies in case of an "accident", cat litter and medication. The client agrees to reimburse Paskapoo Pet Services for additional expenses or fees incurred by the purchase of the supplies above.

We water plants and gardens during our scheduled visits as a courtesy to our clients. However, Paskapoo Pet Services cannot be held responsible for the well-being and the survival of the plants, lawn, trees and gardens during the client's absence. Paskapoo Pet Services cannot be held responsible for damage caused by plant watering. Paskapoo Pet Services also offers light shoveling as a courtesy service for pet sitting clients. However, Paskapoo Pet Services cannot be held liable for, but not limited to, property damage, injuries, fines or violations related to snow removal. Clients are strongly advised to hire professional lawn and snow removal services during their absence.

Damage and messes caused by pets, house guests and other factors

The client understands that Paskapoo Pet Services cannot be held responsible or liable for damage caused directly, indirectly, or suspected of having been caused by your pets. If a pet has a history of causing damage (ex: peeing or pooping inside the house or outside the litter box, chewing, marking, scratching), it is the client's responsibility to ensure that proper measures are taken to

prevent damage while they are away. Time spent cleaning up after a pet outside of the usual scope of work will incur additional charges based on our hourly rate. It is also not your pet sitter responsibility to clean up accidents and messes that occurred prior to the start of the service. Furthermore, Paskapoo Pet Services cannot be held responsible or liable for any damage to your property while you are away except for claims arising from negligence or willful misconduct on the part of Paskapoo Pet Services and their staff.



Emergency Veterinary Care

Paskapoo Pet Services requires written permission to authorize veterinary care in the event of illness or injury of a pet. Clients are requested to fill out and sign the Veterinary Release Form. The client agrees to reimburse Paskapoo Pet Services for additional expenses or fees incurred by the care of the sick or injured pet (including, but not limited to: veterinarian fees, travel expenses and time). Paskapoo Pet Services assumes no responsibility or liability for the loss of any pet related to transportation, treatment or veterinary care expenses. Paskapoo Pet Services assumes no responsibility or liability for pets falling ill to contagious and transmissible diseases, regardless of their vaccination status. Paskapoo Pet Services reserves the right to refuse service to pets sick with contagious diseases.



People with access to the house / Job Sharing

The client will notify Paskapoo Pet Service if other people (e.g. nanny, friends, family members, cleaning lady, contractors, etc.) will have access to your home for the duration of the service. The client understands that Paskapoo Pet Services cannot be held responsible or liable for the acts of other people with access to your residence and that consequently, our liability insurance could be void or compromised if a situation would arise. Paskapoo Pet Services reserves the right to decline "job sharing" with friends and neighbors at any time. Visitors and house guests should not feed the pets, administer medications or clean the litter boxes while we are under contract.



Alarm System and Surveillance Cameras

If your home is equipped with an alarm system, it is the client's responsibility to provide the alarm codes and passwords in order for Paskapoo Pet Services to properly operate the system. The client may want to give their alarm provider and dispatcher the details and dates of your absence and our contact information in case we need to deactivate the system over the phone or through the system panel. In case the alarm system generates a false alarm that dispatches emergency personnel, or if the system fails to generate an alarm under legitimate circumstances, Paskapoo Pet Services is not liable for any charges, fines, or other damage.

While Paskapoo Pet Services welcome the use of surveillance systems and cameras for added security, we would like to remind clients to respect your pet sitter's privacy. Under no circumstances, should any footage or recording of a member of the Paskapoo Pet Services Team be published or shared on the internet and social media. Paskapoo Pet Services requires the client to disclose the presence of hidden cameras on their property.



In Case of Emergency / Extreme Weather / Natural Disasters

In case of fire, burglary, vandalism, and/or damage caused by extreme weather or any situation that may compromise your house, Paskapoo Pet Services will make all possible attempts to contact you and / or your emergency contacts. If you or your emergency contacts can't be reached, Paskapoo Pet Services will act in the best interest of the pets and their client's property. The client agrees to cover all expenses related to all the repairs deemed appropriate and necessary at the time of the event, plus the additional time and expenses incurred by Paskapoo Pet Services. In the event that the Client's home becomes uninhabitable or needs to be evacuated, Paskapoo Pet Services will take your pets with us and ensure their safety until it is safe for them to be returned. Additional charges will apply.

In case of extreme circumstances such as natural disasters, closed roads and extreme weather, priority will be given to pets on medications, then to pets and homes of owners who are absent for more than 24 consecutive hours. In these circumstances, we will use our best judgment to keep your pets and your pet sitter safe. Visits may be shorter in order to be able to check on all our clients' pets. It is strongly advised that your emergency contacts and/or a neighbor also have a key of your house in the event that we are completely unable to drive to your home.



Authorization of Service, Photography and Newsletter

When signing a Service Agreement, the client authorizes Paskapoo Pet Services and their staff to perform the services listed in their contract and under the terms and policies listed above. Paskapoo Pet Services may occasionally take pictures of their client's pets. Unless noted otherwise, the client agrees that these photos may be used for advertising purposes and/or posted online on Social Media. Our Newsletter allows us to effectively reach our clients to share news and updates. Clients should expect to receive one Newsletter at the beginning of each season. You can unsubscribe at any time.

Date: _____

Pet Owner/Client Name: _____

Signature: _____