



Policy Information

The following is a list of our policies and procedures. We want you to be as fully informed as possible. Please read it carefully. If you have any questions, please feel free to ask.

Pet Sitting Appointments

Reservations for pet sitting appointments must be made 72 hours in advance. These can be made by calling (515) 957-8419 or (515) 371-7396. You can also schedule through our website at www.ashleypetsittingservice.com. There will be an additional fee for reservations that are made with less than the 72 hours notice.

Emergencies do happen, please call to discuss.

Pet Appointment Details

- Each client visit is a standard of 30 minutes unless you request a different length of time for the visit.
- Each client visit during the holiday season is 20 minutes.
- We will prepare the care of your pet as you request. Please write specific food instructions or other details we need to provide the care for your pet(s).
- You determine the number of visits per day and time.

We commit to being at your home within 30 minutes of the requested time for our visit. Although, we make every effort to always be on time, the nature of our business often requires us to perform duties that were not anticipated – clean up, a visit to a vet, etc.

Our Standards for Pet Services

- We do not answer your phone. If you need to contact your pet sitter at any time, please call (515) 957-8419 or (515) 371-7396.
- Keys and keypad codes will always be kept in a secure, locked location while in our possession.

- Your privacy will always be highly respected. While in your home, we will always remain the areas that are required to care for your pets or your home, as specified by you. Areas within your home that do not contain pet supplies or cleaning supplies are none of our concern and will always be treated accordingly.
- On daily visits, your home will always be as you left it, unless we are directed otherwise. We will at times use our own judgment in some situations if we have reason to believe that something is not as it should be and we are unable to contact you to discuss. For example, if your door was unlocked when we arrive, we would assume that it should have been locked and we will lock it upon leaving.
- In the case of extreme weather we will get to your pet as soon as it is safely possible.
- We must be notified of all pets in your household and they will be considered under our care unless other approved care is arranged for them.
- We will never bring anyone with us on our visits unless we have specifically requested your permission to do so.
- We will always clean up after your pets to the best of our ability. We do what we do because we love animals. We would never leave a mess behind after our visit. Any and all messes will be cleaned up before we leave your home.
- We do not engage in physical corrections for negative behavior. In other words, we never hit animals.
- We will not come in or around your home.
- When you arrive home from your trip, there will be a pet care report on your counter from your pet sitter detailing how your pet(s) were while you were away. This will show the time of each visit with comments.

Call When You Return

Please remember to call upon your return from a trip. This is to ensure your pet(s)'s safety and well being.

Payment

Payment is due upon completion of service. This does not apply to first time clients. They are required to put a deposit down prior to the first visit of \$20.

There will be a \$10 charge, in addition to purchase price, for the pick up of any needed supplies including food, cat litter, paper towels, etc. Please make sure you leave enough food and supplies.

Returned checks will be charged a \$20 service fee.

Any payments that are more than 30 days overdue will be charged a \$15 late fee.

Medical Attention

It is recommended that the client should inform their veterinarian that they are using this pet sitting service and check our veterinary policy for payment. All emergency veterinary charges will be the full responsibility of the client.

Medical Claims

The client is responsible for all medical expenses and damages resulting from an injury to a pet sitter, or other person, by the pet. Client agrees to indemnify, hold harmless, and defend Piece of Mind, in the event of a claim by any person injured by the pet.

Job Sharing and Third Parties

Please notify us of any other person (relative, neighbor, contractor, cleaning service, child away at college, etc.) having permission to access your home while you are away. If anyone else is there, we will need to contact the police for the pet sitter's safety and safety of your home and pets.

Ashley's Pet Sitting Service, LLC is not liable and is completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited, friends, neighbors, pool persons, landscapers, housekeepers, utility persons, etc.

Pet and Home Safety

Ashley's Pet Sitting Service, LLC will not be held liable for free roaming outdoor casts in event of injury, illness, loss or death. For their safety it is advised that they remain inside your home during your absence.

All dogs are required to be on a leash when outside except for when secured in owner's property (fenced in yard) or under special circumstances with owner's instructions.

It is the client's sole responsibility to pet proof any areas of the home and property to which the pet has access. This includes thoroughly inspecting fences, gates and

latches. Ashley's Pet Sitting Service, LLC has no liability for any injuries the pet may sustain while in their own home/property no any property damaged by the pet.

We will do our best to find and clean up any accidents made by your pet(s) during your absence; however we will not be held responsible for any damage done by these accidents or by any accidents that are not discovered during a normal walk through of your home. Additionally, while our best will be done to clean any accidents found, we are not professional carpet/floor cleaners and as such can not be held liable for the quality of the clean up.

All pets must be current on vaccinations.

Invisible Fencing

If you use invisible fencing you understand the risks involved and that the fence or collars may malfunction, that your dog(s) may be excited or frightened by something and cross anyway. The fencing does not prevent other animals from entering the yard and possibly harming your dog(s). Ashley's Pet Sitting Service, LLC will not be held responsible for any injury, illness, loss or death of any dog using invisible fencing. The client understands all the risks and will take full responsibility for any incidents that may occur, including but not limited to, the injury to any person, damage to any property or injury or death of any other dog or pet.

Cancellations

24 hour notice is required. Any cancellations made after 7 AM on the day of a scheduled service or series of services are non refundable.