

## **POLICIES AND PROCEDURES**

Thank you for choosing our service. Our goal is to make your pet as comfortable and as happy as possible while you are away. We hope that you enjoy having your pet(s) taken care of by Montgomery County Pet Sitters (MCPS)

**OFFICE HOURS:** Our office hours are 7 a.m. to 7 p.m. Monday through Friday (including holidays).

**RETURN HOME:** Please call or text us as soon as you return from your trip (at whatever hour). It is important that we know you arrived home safely and that your pets are in good hands. If we do not hear from you we will return to your home to check on your pets, and an additional fee will be incurred.

**RESERVATIONS:** Always confirm your reservation with us in person, by phone or via email.

**PAYMENT AND DEPOSIT:** We are a pre-paid service. We are happy to accept payment by cash, check (made out to Teresa Chavez/MCPS) or via PayPal to [mocopetsitters@gmail.com](mailto:mocopetsitters@gmail.com).

**RETURNED CHECK CHARGE:** Client agrees to pay a \$25 fee for each check returned by the client's bank, regardless of the reason. We are a pre-paid service. Client understands this contract also serves as an invoice and takes full responsibility for PROMPT payment of any additional fees upon completion of services contracted. A finance charge of 1.5% per month will be added to unpaid balances after thirty (30) days. A handling fee (\$25) will be charged on all returned checks. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection

**OVERNIGHT RESERVATION CANCELLATION POLICY:** Except for holiday periods, cancellations for vacation visits may be made up to 3 days in advance of your trip. After that period, there will be a cancellation fee of \$25. During holiday periods, 100% payment is due to secure your reservations; cancellations 7 or more days in advance will receive 100% deposit back; cancellations 3-6 days in advance will receive 50% of their deposit back, unless other arrangements have been discussed and decided. All cancellations within 1 day or early returns home do not qualify for a refund.

**DAYTIME WALK CANCELLATION POLICY:** We appreciate you calling us by 9 a.m. if you find your pet will not need our services.

**INCLEMENT WEATHER CANCELLATION POLICY:** If you choose to remain home, please contact our office by 9AM in order to allow time for your service to be cancelled. During severe weather we make certain that every necessary step is taken so that your pet stays safe and secure. We appreciate your time helping to clear sidewalks and driveways to ensure everyone's safety. In the event of inclement weather or natural disaster, MCPS is entrusted to use best judgment in caring for your pet(s) and home (unless instructed by client to do otherwise in writing). If circumstances beyond the control of MCPS prohibit them from following instructions, MCPS will be held harmless for consequences related to such decision.

**VISIT HOURS:** The appropriate care plan will be developed according to the needs of your pet and yourself.

Morning visits: 6AM & 9AM

Midday visits- 11AM-3PM

Evening visits 4PM-7PM

Last-call visits: 8PM-10-PM

If there is a need to schedule a specific time for your pet, please discuss this with MCPS.

**FRIENDS AND FAMILY ACCESS:** MCPS will allow for you to have friends and/or family to come visit your pet(s). However, MCPS is not responsible for any damages incurred to or in your home or to your pet during any time period that anyone other than MCPS has access to your home. PLEASE notify MCPS if there will be anyone else having access to your home.

**Montgomery County Pet Sitters**

Tel. 301-768-7065

Email: [mocopetsitters@gmail.com](mailto:mocopetsitters@gmail.com)

Website: [mocopetsitters.com](http://mocopetsitters.com)

**ADDITIONAL FEES:** There will be a \$36.00/hour delivery fee if MCPS needs to pick up supplies for your pet (minimum 1 hour). Please remember to leave adequate (or more!) food, litter, waste removal bags, leash etc. for your pet's needs.

**HOLIDAYS:** There will be an additional \$5 per visit fee added to the regular per visit fee charged for services on the following holidays:

New Year's Eve (evening and last-call visits only)

New Year's Day

Easter

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas Eve (evening and last-call visits only)

Christmas Day

**KEY PICK-UP AND RETURN POLICY:** MCPS will keep two copies of your key at the time of contract signing. One key is kept in the company safe for emergency use and the other key is kept by the sitter in a secure location. We highly suggest that the client allow MCPS to keep a key on file for future pet sitting needs. A charge of \$10 will thereafter be assessed for key pick up.

**UNSECURED PETS:** MCPS will not be held responsible for free-roaming outdoor pets (i.e., cats, dogs left out in the yard, or with access to a doggy-door) in the event of illness, injury, loss or death. It is strongly advised that all pets wear an ID tag with a contact number and that they remain inside the home or confined for their own safety and welfare in your absence.

**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 pet inside of or away from any areas pet may be having access to. The pet sitter does not assume and has no liability for any injuries the pet may sustain while in its own home/property.

**VACCINATIONS:** All pets are to be up to date with their vaccinations. Proof of vaccinations from vet must accompany all agreements. Should MCPS be bitten or otherwise exposed to any disease or ailment received from Client's animal which has not been properly and currently vaccinated, it will be the client's responsibility to pay all cost and damages incurred by the victim. MCPS/Company reserves the

right to terminate this contract at any time before or during its term. If MCPS in its sole discretion, determines that Client's pet poses a danger to the health or safety of MCPS, if concerns prohibit MCPS from caring for pet. Client authorizes pet to be placed in a kennel, MCPS agree to provide the services stated in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against said MCPS except those arising from negligence or willful misconduct on the part of the Sitter.

**SATISFACTION POLICY:** We are confident that we will exceed your expectations. If you feel there was a problem, please send us a written note. We will make every effort to resolve any concerns you may have.

**CONTACTING US:** We can be contacted by calling or texting 301-768-7065. Feel free to contact us anytime while you are away to check in. As a rule, we do not contact pet owners unless there is an emergency. Alternative contact arrangements must be made in advance.