



Policies and Procedures

1. **RESERVATIONS:** It is best to plan in advance in order to obtain services on the dates you desire. An in-home consultation is required, prior to reservations, for all new clients.
2. **ADDITIONAL PET CARE ASSISTANCE/OTHER SCHEDULED SERVICES:** Pets Are People Too does not accept liability for other persons who will be in your home prior to, during, or immediately after our services have been rendered. Please inform us at the time of the consultation or reservation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbors. It is understood that the client will notify anyone with access to the home that the services of Pets Are People Too have been engaged.
3. **MEDICATIONS:** Pets Are People Too will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. If a Pets Are People Too pet provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.
4. **UNFORESEEN PURCHASES:** Pets Are People Too will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well-being of your pet during your absence. We will retain a receipt and the client is responsible for reimbursement of these items. In addition, a \$15 trip fee will be applied.
5. **PET WASTE:** Pets Are People Too will properly dispose of your pet's waste. We do, however, request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed of.
6. **COLLARS/LEASHES:** Please provide secure collars with appropriate tags and leashes.
7. **HOUSE CLEANLINESS:** Pets Are People Too will clean up after your pets to the best of our ability. Please inform us of the designated area for cleaning supplies. We are not responsible for carpet/flooring stains created by your pet(s). We request that you provide plastic bags, towels, cleaning products, paper towels and trash bags. If there are accidents above and beyond the normal amount anticipated, Pets Are People Too will charge a reasonable fee for clean-up time.
8. **PAYMENT:** Pets Are People Too accepts cash and checks. Payment is due within 10 days after services are rendered. Pets Are People Too will leave an invoice in client's house during the last visit of assignment and client may either send a payment by mail or pay when key is dropped off.
9. **KEYS:** If you will be using this service often, you may choose to leave a copy of your key with Pets Are People Too. All keys are stored in a safe place.
10. **RETURNED CHECK CHARGES:** There is a \$20 fee for all returned checks.
11. **PRIVACY POLICY:** All of your information will be kept private and confidential. Pets Are People Too highly respects our clients' entrusting us with the care of their home and pets.

I, _____ have read, understand and agree to the policies and guidelines of Pets Are People Too. I further understand that a copy of this form will be kept on file for documentary purposes.

Pet Owner Signature _____ Date _____