

## DSM Pets PET-SITTING POLICIES

All uses of the phrase "DSM Pets" or "I" shall refer to Abbey Floyd of DSM Pets. "You" refers to the client.

1. Scheduling & visit times: Scheduling is on a first come/first service basis, but I will do my best to accommodate your needs. DSM Pets will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted.

2. Confirmation Call (Prior to out-of-town departure): DSM Pets will place a confirmation call or e-mail no less than two days before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. Since phone messages and e-mails are not 100% reliable, please make sure we speak personally or that the email is acknowledged by DSM Pets. Please do not depart town without doing this! This is to ensure your pet's needs are carried out as intended.

3. Early Returns: I understand that your plans may change and am very flexible when provided advance notice. If you return home early, please notify me immediately! If, however, you do not notify DSM Pets of an early return and I make a trip and find you home, the regular visit charge will apply.

4. Cancellations: I understand your plans may change and generally do not charge for cancellations when adequate notice is provided. However, if you cancel 24 hours or less prior to the time of the first visit there will be a \$10 cancellation fee, payable before scheduling any future visits.

5. Holiday Cancellations: Please understand that pet-sitting services and kennels receive more requests for reservations than they can handle during the holidays and may have turned away other clients in order to serve you during this busy season. If you cancel less than 7 days before any major holiday, I will have to charge for half of the scheduled visits.

Major holidays (as applicable here) include: Winter Break (Dec. 23 - Jan. 3), Memorial Day weekend, Independence Day, Labor Day, and Thanksgiving week (Wed. - Sun.).

6. Inclement Weather: Primarily severe storms, tornado warnings, excessive snow/ice and unsafe driving conditions, etc. You will entrust DSM Pets to use best judgment in caring for your pets(s) and home if I am servicing you at the time inclement weather occurs. I will do my best to carry out your instructions if they have been previously provided. Quality pet care and safety is my first concern.

The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that this contingency plan has been executed.

8. Medications/Vaccinations: DSM Pets will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result.

Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. Under no circumstances will DSM Pets service any pet that has any form of a contagious illness. This is for the safety of other clients and their pets. DSM Pets requires that your pets have all necessary vaccinations and immunizations before service begins. If I am bitten or exposed to any disease or ailment received from a client's pet(s) that has not been properly or currently vaccinated, the client will be responsible for all costs and damages that are incurred.

9. Access to your Home by Others: If a client allows any other person(s) access to their home during DSM Pets' contract period, DSM Pets cannot be held liable for any damages to property or pets as a result. Please notify DSM Pets if someone will be in your home. Please also notify the person(s) in your home that your pet-sitter is coming so that your visitor will not be surprised by my arrival and entrance.

10. Fences: Fenced-in yards are wonderful play spaces for pets, however, no fence system is totally secure for your pet's safety. DSM Pets does not accept responsibility or liability for any client's pets that escapes, becomes lost, or is injured (fatal or otherwise) when pets are left out or given access to a fenced-in area. This includes electronic, wood, metal or any other fence types.

11. Pet and House Clean-up: DSM Pets will properly dispose of pet waste and, to the best of my ability, clean up any accidents your pet may have. DSM Pets is not responsible for carpet/flooring stains created by your pet(s). I do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags, and indicate where you would like the waste disposed of.

12. Unplanned fees: There will be a travel charge of \$5 as well as reimbursement (receipts will be provided) if I have to restock depleted supplies. It is the owner's/client's responsibility to supply more than adequate amounts of food, litter, medications, and other needed items for proper care of their pets.

13. Leashes: All dogs will be required to be on a leash during outdoor walks.

14. Animal Behavior: Animal behavior can be unpredictable at times. DSM Pets does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Furthermore, if I am harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either Abbey Floyd or the animals.

15. Updates: Please provide me with any changes regarding your pets' care and other pertinent information.

16. Payment Options: Payment is due on or before the 1st day of service. DSM Pets accepts cash, checks, and Paypal payments.

17. Keys: If you are not already doing so, consider letting DSM Pets retain your house key. In the event of an unexpected trip, you'll be glad you did. Keys are kept in a secure, locked system and are coded to ensure my clients' confidentiality.

If you choose not to have DSM Pets retain a key, there is a \$5 fee for key pick-up and drop-off. If the key is provided during the initial meet-n-greet, there is no charge.

A second option for key return is via U.S. mail. To cover costs, the charge for this option is \$3.

Please double-check the key you provide DSM Pets to be certain it works properly.

18. Policy Changes: All policies and guidelines are subject to change at DSM Pets' discretion, though current clients will be notified of any changes that do occur within a timely manner.