

RUFFLY PURRFECT PET SITTING POLICIES

Ruffly Purrfect provides loving at home pet care while owners are away. Whether you go on vacation, a business trip, need a midday visit to walk, feed or cuddle, or medicate your pet; Ruffly Purrfect will be there when you can't be.

Scheduling & visit times: Scheduling is on a first come first service basis and we will do our best to accommodate your needs. Ruffly Purrfect will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. After-hour visits upon request for an additional charge.

Reservations: It is best to plan as far in advance as possible in order to obtain services on the dates you desire. An in-home interview is required, prior to reservations, for all new clients. While we can tentatively pencil in your dates we must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. During this initial meeting we will also review and complete forms and sign agreements. Please have client and pet profiles completed for this initial visit, in the event you received a Welcome Kit in advance of this visit.

Emergencies: Everyone has them! Feel free to call if an unexpected need arises; while we will make every attempt to accommodate your needs, availability on short notice is dependent on the current schedule. Ruffly Purrfect networks with other area sitters for this reason and if we can't fulfill your emergency pet care needs we will try to help you contact a competent professional pet care provider who can. We will carry a copy of YOUR emergency contact form with our daily log (your name + contact's name and phone number) in the event of an unexpected accident or illness. Please be sure this information is current and that the designated contact has access to your home to ensure your pets care continues uninterrupted.

Keys: If you are not already doing so, consider letting Ruffly Purrfect retain your house key. In the event of an unexpected trip, you'll be glad you did. Keys are kept securely and coded for customer's confidentiality. If you choose not to have Ruffly Purrfect retain a key, picking up and returning your keys requires two extra trips and there will be a \$15.00 charge per trip. Please check the key you provide Ruffly Purrfect to ensure it works properly.

Choose the plan that fits your needs

Vacation Plan: This type of service, designed for vacations and business trips, has a beginning and an end date. Your options are:

- Once daily visits – minimum number of daily visits for cats, birds, fish, hamsters and other small caged pets are visited at approximately the same time each day.
- Twice daily visits – twice daily visits minimum number of daily visits for dogs and available for all pets. Visits take place approximately 12 hours apart ~ between 8-11 am and 5-9 pm.
- 3-4 visits daily – 20 minute visits available by request for pets with special needs.

In addition to the daily pet care, this plan includes the 'extras': pick up mail and newspapers, water plants or garden, daily clean up (scoop yard /litter box), cage cleaning, lights and TV/radio turned off in the morning and on at night (twice daily visits), fill outside bird feeders, set out trash on collection day, etc.

Daily Plan: This type of visit will occur Mon. – Fri. between 8 am and 4 pm and is designed for dog walking and midday meals/potty breaks for youngsters and old timers. After-hours visits are available on a limited basis. This service is very beneficial to pets whose owners are unable to perform midday care tasks due to work schedules. Of course, Ruffly Purrfect must have client's key on file for daily visits.

Nursing Plan: Having been a veterinary technician for 7 years, Kerry A. See is able to perform nursing duties for pets in post-op/illness recovery as per your veterinarian's written order. Your pet's condition is assessed, medications administered, meals and elimination recorded. The pet's status/progress is reported to the owner. *An example of how this service might be used: schedule a midday visit, in advance, for the day following your pet's elective surgery (such as spay/neuter, dentistry, etc.)

Additional services:

- | | |
|--|--------------------------------------|
| • Pet transportation per hour \$35.00 | Purchasing supplies per trip \$17.00 |
| • Emergency Vet visit per hour \$35.00 | Nail trimming visit \$17.00 |

- Routine Vet visit per hour \$35.00
- Park visit per hour \$35.00
- Nursing care visit \$20.00
- Nail trimming/Nursing care during visit \$7.00 per pet

Discounts: Ruffly Purrfect offers a referral discount program to all our clients. You are eligible for a free visit each time you refer a new client to us. We only require that said client book and complete a reservation before mailing you your referral discount coupon. There is no limitation as to how many free visits you may acquire. However, we do limit one coupon per reservation.

Gift certificates: We offer gift certificates of any denomination. Currently, you may request a gift certificate via phone (914) 715-3652 or e-mail at contact@rufflypurrfect.com. We accept cash and checks as payment. Both a receipt and a gift certificate will be mailed to you. This makes a great gift for the animal lover in your family, whether or not they are a client of Ruffly Purrfect. Our referral program still applies.

Reservation confirmation: Always directly confirm your reservation with Ruffly Purrfect. This ensures that we won't miss your message and your pets care will continue uninterrupted.

Duration of visits: All visits will be for approximately 20 minutes, occasionally a bit more or a bit less time, depending on pets' needs, additional services requested and the daily schedule. Every attempt will be made to give your pet the care and attention required in the allowed time.

Extended Absence: In the event you have to be away longer than planned it is mandatory that we hear from you! We will only accept extensions of service by direct confirmation. Your pets' well-being depends on our communication!

Early Returns: We understand your plans change and are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify Ruffly Purrfect of an early return and Ruffly Purrfect makes a trip and finds you home, the regular per visit charge applies.

Rates:

New clients' fees for scheduled visits are due during the initial interview, or at the time reservations are made. Fees for subsequent scheduled service periods are due as follows:

Vacation Plan (8am-4pm): \$17.00 per 20 minute visit; \$19 per 30 minute visit; \$23 per 45 minute visit and \$26 per hour visit. A 50% down payment is due on the first day of service; additional services/ unplanned charges/balance due within 10 (ten) days of return.

Daily Plan (8am-4pm): \$17.00 per 20 minute visit; \$19 per 30 minute visit; \$23 per 45 minute visit and \$26 per hour visit. Fees are due each Friday.

Off-hour visit (before 8am, after 4pm and weekends): \$5.00 per visit fee in addition to regular pet visit fee, fees due according to plan contracted.

Nursing Plan: \$20.00 per visit paid at the time of visit

Fees are based on households of one or two pets. Caged animals and fish will be considered 1 (one) additional pet. There will be a \$2.00 fee per additional pet per visit.

Fees due for unplanned expenses or emergencies will be added to total balance due. Balances left unpaid in excess of 30 days will be considered delinquent and a 10% fee will be added. Balances left unpaid in excess of 60 days will be sent to collections. The client will be responsible for those fees, unless other arrangements have been made in advance.

We accept cash & checks. There is a \$20.00 fee for any returned checks.

Holidays: There will be a \$5.00 per visit fee in addition to regular per visit fee charged for services ON the following holidays: New Year's Day, Easter, Memorial Day, Fourth of July and Labor Day, Thanksgiving and Christmas Day. Services are extremely limited on the following holidays: New Year's Eve, New Year's Day, Easter, Thanksgiving, Christmas Eve and Christmas Day. (Some exceptions may apply.) All deposits for these holidays are NON- REFUNDABLE.

Holiday & Vacation Cancellations: With the exception of severe weather, life threatening emergencies or a death in the family, Any cancellations prior to a major holiday or a planned vacation **with less than a 3 (three) day notice** will result in 50% of the total invoice for scheduled pet care to be paid. We request your understanding that Holiday travel is a peak service time for pet care.

Cancellations for Daily Service: A 24-hour notice is required prior to the next scheduled visit. Otherwise payment is due for the time originally agreed upon.

Termination of Daily Service: Please provide Ruffly Purrfect with a full 1 (one) week or 5 (five) day notice in the event mid-day service is no longer needed. If a full one week or five day notice is not provided, payment is due for the service originally agreed upon.

Inclement Weather: Primarily severe storms, hurricanes, snow/ice conditions etc. You will entrust Ruffly Purrfect to use our best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. Ruffly Purrfect will try to carry out your instructions to the best of Ruffly Purrfect's ability. The care we provide to our customer's pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. **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 the above-mentioned contingency plan has been activated.**

Emergency Contact: Ruffly Purrfect has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for Ruffly Purrfect, customer realizes that Ruffly Purrfect will provide service but not until conditions allow us to reach your home safely.**

Name of Emergency Contact: _____

Address: _____

Phone: _____

Access to your Home by Others: If customer allows any other person(s) access to their home during Ruffly Purrfect contract period, Ruffly Purrfect cannot be held liable for any damages to property or pets as a result. Please notify Ruffly Purrfect if someone will be in your home. Please also notify the person(s) in your home that Ruffly Purrfect is coming so that your visitor, as well, is not surprised by our entrance.

"Comfort Calls": You may call Ruffly Purrfect between 8 a.m. and 8 p.m. EST daily to check on your pet during your absence. Since we are often out of the office, please leave a message and your call will be returned promptly.

"Honey, I'm Home" calls: Please remember to call when you have returned home safely! Otherwise, we will need to continue visiting to assure the safety and well-being of your pets. Additional trips will be added to your bill at the regular rate. Please call at ANY hour and leave a voice message that you have returned.

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

Medications/Vaccinations: Ruffly Purrfect 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 Ruffly Purrfect service any pet that has any form of contagious illness.** This is for the safety of other customers. Ruffly Purrfect requires that all pets have the necessary vaccinations and immunizations before service begins. If a Ruffly Purrfect pet care 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 incur.

Fences: Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety** Ruffly Purrfect does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, 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.

Unsecured pets: Ruffly Purrfect will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

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 contain the pet or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

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

Animal Behavior: Animals behavior can be unpredictable. Ruffly Purrfect does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a Ruffly Purrfect pet care provider is 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 this Ruffly Purrfect pet care provider or by the animals.

Pet and house clean-up: Ruffly Purrfect will properly dispose of pet waste and do our best to clean up any accidents your pet may have. We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicated where you would like the waste disposed of.

Unplanned purchases: Any additional necessary costs such as food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet will be purchased by Ruffly Purrfect. We will retain a receipt and the customer will be responsible for reimbursement of these items.

I, _____, have read, understand and agree to the pet care policy of Ruffly Purrfect. All policies and guidelines are subject to change at Ruffly Purrfect's discretion.

Pet Owner Signature: _____ Date: _____

Pet Owner Signature: _____ Date: _____

Ruffly Purrfect Owner Signature: _____ Date: _____