

Hounds 2 Horses Pet & Ranch Care Services

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POLICIES & PROCEDURES

Hounds 2 Horses Pet & Ranch Care Service will be referred to as Hounds 2 Horses within this document. Client, Customer, Pet Owner will be used here to refer to those who sign and date this agreement and the Pet Care Contract.

- A signed **Pet Care Contract and Policies & Procedures Document** must be provided to your pet sitter before initial service is provided.
- Hounds 2 Horses works 365 days a year with daily work hours of 7am – 8pm.
- We provide an initial free site consultation where we become familiar with your home and your pets. Here we learn their routine and make sure they are comfortable with us. We also review our contract and policies and receive a key to your home.
- Key Pick-up/Drop-off – If you prefer to have the key returned/picked up before each set of visits there is a \$10.00 fee per each stopover.
- Hounds 2 Horses expects clients to call/text upon arrival home. Pet sitter will return for additional visit and the client will be charged accordingly until client returns call.
- **Price Breakdown:**
 - \$30.00 – ½ Hour Visit (up to 4 visits per day available – no limit on pets).
 - \$100.00 - Overnight Charge (pm visit – night stay – am visit).
 - \$125.00 – Overnight & Extended stay
 - \$ 5.00 - Holiday Charge per each visit.
 - \$ 5.00 - Overtime Charge (15 minute increments).
 - \$ 5.00 - Late Night (after 9pm).
 - \$ 5.00 - Mileage Charge (10-15 miles).
 - \$10.00 - Mileage Charge (16-20 miles).
 - \$25.00 - Transportation Fee.

- **Holidays:**
 - New Year's Day – Memorial Day – Fourth of July – Labor Day – Thanksgiving Day – Christmas Eve Day – Christmas Day.
- **Cancellations:**
 - 24 hrs prior to any service full visit fee will be charged.
 - 72 hrs required for holidays.
 - 24 hrs notice for returning home early.
- There is a \$25.00 service charge for returned checks.
- A \$25.00 late fee will apply to all billings not paid within 30 days of the invoice billing date.
- Client must pet proof home and yard. Hounds 2 Horses will not be responsible for pets with unsupervised access to the outdoors.
- Hounds 2 Horses is authorized to find emergency veterinarian assistance, at the cost of owner, if original vet is not available.
- Client is responsible for keeping all supplies and equipment clean, reliable and readily available for pet sitter. Pet sitter is authorized to retain any supplies or tools necessary at the owner's expense to do job safely and professionally. (Food, collars & leashes, litter, can opener, etc.)
- Customer will be responsible for all medical expenses and damage resulting from an injury to the pet sitter, or other persons, by the client's pet.
- All individuals who will have access to the clients home while client is away must be posted for the pet sitter and reviewed with Hounds 2 Horses before service begins.
- Hounds 2 Horses is not responsible for damage to the home beyond the control of the pet sitter. We will make every attempt to reach you first and then your emergency contact. Hounds 2 Horses will then make decision concerning the situation at hand. All fees and repairs will be paid by the client.
- Hounds 2 Horses is not liable for any damage or loss due to theft or other crime while working under contract. Pet sitter will secure the home to the best of their ability at the end of each visit. Keys will stay in the possession of the pet sitter or stored in a secured location.

- Hounds 2 Horses cannot care for visiting pets that do not belong to the contractual customer without separate service contract signed by all animal owners.
- This document covers all pets owned by the client presently and all new animals they obtain after date this form is signed.
- Services Rendered In Future – Pet Owner states this contract as a valid approval for services by Hounds 2 Horses and for Hounds 2 Horses to accept all future telephone or email reservations and to enter their home without any additional written authorization.
- Hounds 2 Horses reserves the right to terminate this contract at their discretion if pet sitter determines client's pet poses a danger to themselves, other pets, the pet sitter or other persons.
- Claims of negligence that surround the work of an Independent Contractor, retained by Hounds 2 Horses, will be the sole responsibility of the Independent Contractor and the company they represent. All Independent Contractors are required to have liability insurance.
- Hounds 2 Horses is operating as an assumed business name under the direction of KRISTINE WARRENS'S PET CARE, LLC.
- Pet Owner agrees to contact Hounds 2 Horses immediately with any concerns.
- Agreement is valid from the date signed. Client agrees to any future changes made verbally, through mail, by email, or posted on our website located under the category Services – Policies & Procedures.
- Client states they have read and understand the terms and conditions of this document.

Signature : _____
Client/Pet Owner

Date:_____

