

Off Collar Policies and Procedures

****Please read the following policies/ procedures very carefully as they are binding.****

PAYMENT AND DEPOSIT: Payment and deposits are made through the Time To Pet app. When paying through the app, you will receive an email that will allow you to add your credit card information. Please note payments through Cash, Check, PayPal, and Venmo are no longer acceptable forms of payment. 100% of your invoice is due before beginning service with OFF COLLAR, LLC (Off Collar, or OC) to secure your dates and service. You may keep a credit card on file to be automatically charged. Full payment is required in advance to secure holiday reservations as space is limited and is on a firstcome-first-serve basis. Intake visits: We require an initial consultation before the first service visit for all new clients. The purpose of the consultation allows everyone to get to know each other and ensure that your pet sitter is a good fit for you and your pets. This fee is \$25

BUSINESS HOURS: Our regular business hours are Monday-Friday from 10 am to 7 pm. All Federal holiday's, the office is closed. We do have extended hours for pet sitting and dog training.

COMMUNICATION POLICY: Time To Pet is Off Collar's official communication platform. To ensure accurate records, continuity of care, and consistent service, all scheduling requests, cancellations, service changes, pet care instructions, concerns, incident reports, and other service-related communication must be submitted through the Time To Pet application or directly through an official Off Collar business phone number or email address.

Off Collar team members are not authorized to conduct business, make service-related agreements, modify services, negotiate reimbursements, or accept client requests through personal phone numbers, personal email addresses, or social media accounts. Any communication or agreements made directly between a client and an individual team member outside of Off Collar's official communication channels are considered personal communications and are not binding upon Off Collar, LLC.

Off Collar is not responsible for verbal or written agreements made outside of its official communication channels. Clients are responsible for ensuring that all service requests, changes, concerns, and documentation are communicated through Time To Pet or an official Off Collar business communication channel.

****RESERVATIONS:** Your reservation is only confirmed when you have received a final invoice/confirmation via email. You may use our online scheduling system to do so. Messages left are not considered confirmations.

HOLIDAY FEES: We believe strongly that no pet should feel left behind. More importantly, no pet owner should have to struggle to find responsible, professional care for their pets, especially during the stressful holiday season. OFF COLLAR observes all Federal Holidays. Rates for holiday visits incur a surcharge of \$20 for each visit performed on the actual holiday. We require a nonrefundable deposit two weeks before the onset of any holiday service. This includes any service scheduled over the week preceding or following the holiday. Regularly scheduled daily walks will not occur on the above days – however, we are happy to add them to your schedule and will assess the holiday fee.

CANCELLATIONS: Except during holiday periods, cancellations may be made up to 48 hours in advance for dog walks. After that period, you will be charged the full price for the visit. Except in cases of extreme emergency, that is agreed upon by both the client and OFF COLLAR; no refund will be given for missed services if the client has canceled more than three times in a month.

INCLEMENT WEATHER: OFF COLLAR reserves the right, in its sole discretion, to adjust the timing of pet sitting visits and to cancel daily dog walks due to weather, national emergency, or another crisis. If the local government offices close, all daily dog walks will be canceled, and clients will receive an account credit for missed walks.

CONFIDENTIALITY: We recognize that your privacy is important to you and your family. We will not, at any time, either directly or indirectly, use any information for our benefit, disclose, or communicate, in any manner, any information to any third party. OFF COLLAR will not divulge the dates or nature of your travel or relationship with OFF COLLAR without your written permission. Photos of your pet(s) are used on social media, OFF COLLAR website, and marketing materials, other than the name of the pet, none of your information will be disclosed unless asked prior.

DOG WALKING MEMBERSHIP: Membership Benefits Membership provides discounted rates on eligible dog walking services based on the selected plan. Discounts apply only to dog walking services and do not apply to dog training or other specialty services unless otherwise stated.

Billing & Payment

Memberships are available as either: Monthly auto-renewing subscriptions, or Annual prepayment options. Monthly memberships are billed automatically each month on the enrollment date. Annual memberships are paid in full at the time of enrollment and are non-refundable once activated. Minimum Commitment Memberships are intended for clients with ongoing walking needs. Off Collar recommends a minimum three-month commitment before requesting any changes, pauses, or cancellations. Pausing a Membership Memberships may be paused for temporary schedule changes (travel, seasonal needs, etc.). A minimum three-month active period is preferred prior to a pause. Pauses must be requested in writing at least 7 days before the next billing cycle. Membership benefits are inactive during the pause period and resume upon reactivation.

Cancellation Policy Monthly memberships may be canceled with at least 7 days' written notice prior to the next billing date. Annual memberships may be canceled; however, no refunds will be issued for unused time or services.

Scheduling & Service Use Membership discounts apply only to services that are scheduled and completed. Membership does not guarantee a specific time slot, but Off Collar will make every effort to maintain a consistent schedule whenever possible. Standard cancellation policies for scheduled walks still apply, regardless of membership status. Non-Transferable Memberships are non-transferable and may only be used for the enrolled household and pets.

VISIT HOURS: Morning visits occur between the hours of 8:00 am, and 10:00 am. Evening visits occur between the hours of 4:00 pm and 7:00 pm. Midday walks occur between 10:00 am and 4:00 pm. **DELIVERY FEES:** There will be a \$23 per hour delivery fee, plus the cost of the required item(s) if OFF COLLAR needs to pick up supplies for your pet. Please remember to leave adequate (or more) food, litter, leashes, medicine, and treats for your pet's needs.

LAST MINUTE SERVICE: Sometimes emergencies happen – our goal is to help you when you need it most, even at the last minute. However, please do not assume that we have received your last-minute request until you have received an invoice/confirmation via email. There will be a \$15 fee for Dog Walking services booked less than 36 hours in advance.

KEYS: OFF COLLAR does not retain keys for any client. We strongly suggest that all clients have a secure location for keys or have keyless entry. Pet Sitting clients can schedule a pre-departure meeting for sitters to pick up keys and schedule a meeting for key drop-off.

UNSECURED PETS: Cats and dogs left out in the yard or with access to a doggy door are considered free-roaming. In the event of illness, injury, loss, or death, OFF COLLAR will not be held liable for these free-roaming pets. It is strongly advised that all pets wear an ID tag with a contact number and that they remain inside your home or confined for their safety and welfare in your absence. If your pet has a security microchip – please that information during your registration meeting.

SECURED AREAS: It is the pet owner's sole responsibility to pet-proof any areas of the home and property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors, and other devices meant to keep the pet inside or away from any 'forbidden' areas. The pet-sitter does not assume and has no liability for any injuries the pet may sustain while in its own home. OFF COLLAR will not be responsible for free-roaming or outdoor pet(s) in the event of illness, injury, loss, or death. It is strongly advised that all pet(s) have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their safety and welfare in your absence.

SAFE ACCESS: It is the pet owner's responsibility to provide secure access to their home – shoveling their sidewalks, steps, and porch. IF OFF COLLAR can not safely access your dog the walk will be canceled.

YOUR COMMENTS: At the end of our service period, or periodically, I will ask you to write a few comments about our work together as an evaluation. It helps me to see what you liked about the process, what you received overall, and anything else you'd like to add. I find this extremely valuable and now make it a consistent part of working with each client. I thank you in advance for this. Often, I ask clients if I can use these comments in the form of a client testimonial.

