



OFF COLLAR
PET CARE

Policies and Procedures

PAYMENT AND DEPOSIT: Payment and deposits are made through the Time To Pet app, though checks will also be accepted on a case by case basis. When paying through the app, you will receive as a text message or email that will allow you to add your credit card information. Please note payments through Cash, 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.

Please note, all discounted or bundled packages must be paid for in full in advance of the 1st service. Or card kept on file to be charged on the due date of the invoice.

Full payment is required in advance to secure holiday reservations as space is limited and is on a first-come-first-serve basis.

Initial Consultation: 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 consultation is \$15.**

BUSINESS HOURS: Our regular business hours are Monday-Friday from 9 am to 4 pm. On all Federal holiday's the office is closed.

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 **\$15 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 **24 hours** in advance for dog walks and **72 hours** for any other scheduled services. 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.

HOLIDAY PERIOD: 100% payment is due to secure your reservation. Cancellation **14 or more days** in advance will receive a **50% deposit** back; cancellation **7-13 days** in advance will receive a **25% deposit** back; cancellations are occurring **6 or fewer days** before reserved dates will receive **0% deposit** back.

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.

VISIT HOURS: Morning visits occur between the hours of 7:00 am, and 9:00 am. Evening visits occur between the hours of 4:00 pm and 7:00 pm. Night visits occur between the hours of 8:00 pm and 10:00 pm. Midday walks occur between 10:00 am and 3:00 pm. If your pet has a specific medical need, please alert your sitter, who will be glad to work with you to set up a particular schedule. Visits for cats are a minimum of every 24 hours and dogs a minimum of every 12 hours.

FRIENDS AND FAMILY ACCESS: We understand that your friends and families may want to check in on your pets while you are gone, but we must know the names of those friends and family and the dates and times that they are expected. If we arrive at your home and there is an unexpected person in your home, we will leave the premises and report our findings to the local authorities. OFF COLLAR is not responsible for any damages incurred in your home or to your pet at any time that anyone other than an OFF COLLAR employee has access to your home.

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. Emergency service is only provided to clients who have a key on file. There will be a \$10 fee.

KEYS: OFF COLLAR will retain one copy of your key/s at the time of your registration meeting. We will return your keys to you in person within 20 days of receiving written notice of your desire to have them returned. There is a \$12.00 key drop-off fee, and you or your designee must be there to receive the keys and sign for them. We do not leave keys in hidden locations on your property and will not mail them to you at your home address unless sent certified with your signature required. (Certified mail fees are \$8.00). Your keys are kept in a safe place with only double-blind coding to identify them.

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 the client is out of town during the time of a snowstorm, the sitter will access the home and contract services to clear walkways if necessary. The fee for this service will be added to the client's final invoice.

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 results 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.