



Policies & Helpful Hints for Pet and House Sitting Clients

The Sitters is a pet sitting company committed to providing your pets with loving, professional, and safe in-home care. We also offer house sitting services for people who do not have pets, but still need monitoring and/or care for their home when they are away. The following information will help you prepare & know what to expect as services begin.

Initial Interview & Client Account Activation

The initial interview is a wonderful opportunity for you to meet your sitter and for us to meet your pets. Together we discuss and document your pets' care needs and daily routine. We also gather information to help us set up your client account and to care for your home while you are away. Typically, the interview lasts about an hour. There is a \$24 charge for the interview which is payable before or during our meeting. Initial interviews are required for all new clients before services begin.

Reservations

After the initial interview, we set up your client account. This allows you to confirm your schedule and make future service reservations in a variety of ways:

1. **Online reservations** – To make online reservations, go to our website at www.the-sitters.com. In the lower right hand corner choose Current Clients. The prompt will ask you for your username (the primary email address you have asked us to keep on file), and your password. The first time you log on to the site, the word “password” will be your password. Please customize the password after logging in for the first time. Not only can you make reservations online, but you can see your live schedule too. If you see your visits on the calendar online, no need to call to confirm, we will be there. If you can not see your visits online, call us at 253-661-7488 to verify your reservation request.
2. **Phone reservations** –Please call The Sitters office at 253-661-7488 for all phone reservations. **DO NOT** contact your sitter directly. In order to ensure that you are properly logged in for your reservation and that your sitter will be insured and bonded at the time of service, you must go through our office. We are not responsible for any issues/damages if we have no record of your reservation. We do accept some short notice reservations if your sitter is available, but these must be made the evening before service is to start. Our office will respond with whether or not we can accommodate your request. In an emergency, if you need same day service, you can check our availability by calling our office cell phone: 206-979-6005.
3. **Email reservations**—To email requests for new reservations or to change or cancel existing reservations, please email our office directly at jw_edson@msn.com. Once received, we will respond to your request as soon as possible. (All email reservations must be made through our office, not directly with the sitter.)

Reservations are on a first come/first serve basis. While we make every effort to satisfy your sitting requests, there may be times when our schedule is at maximum capacity. Under no circumstances should you assume you are covered without direct confirmation from our office.

Pet Care

- Please have plenty of pet food, medications, collars/leashes, poop bags, potty pads, litter and household cleaning supplies on hand during pet sitting visits. Plan an extra day or two beyond what you think will be needed. Many of our clients have experienced significant travel delays. (*Errand services to pick up extra food and/or supplies will result in an additional charge at a rate of \$20 per 30 minutes.*)
- If your pet is on medications, please leave us written instructions regarding the current medication routine. We do our best to provide medications as directed. If your pet is not amenable to taking medication, resists, hides, or is unwilling or unable to take their medications, please let us know how you would like us to handle the situation. We can not always be successful giving medications in the home setting. If your pet's medication is critical and you are unsure whether your pet will accept his/her medication, it may be better to consider medical boarding.
- We make an effort to accommodate your visit time requests. Sometimes due to circumstances beyond our control such as pet illness or messes, traffic, weather conditions or other unexpected events, our visit may be adjusted accordingly. Pets on time-sensitive meds or having other special needs are given priority on our schedule.
- If additional service time is needed beyond the planned visit such as for intensive cleanup or other unusual circumstances you will be billed for the extra time at the rate of \$10 per each additional 15 minutes of needed service.
- Please notify your vet that *The Sitters* is caring for your pets. Have vet records in an easy-to-find location in case of an emergency. Proof of vaccination, current pet licenses, and pet carriers for each animal are required...especially in case of disaster or if emergency placement is needed.
- It is the owner's responsibility to ensure that fences, latches, gates & doors are pet-proof both indoors and outdoors. It is also a good idea for pets with access to the outside to wear ID tags with your cell phone number, even if they are microchipped. If pets are free-roaming, unsecured, have dog doors or electric fences, we will not be liable for their well-being when unattended.
- We do not provide care to aggressive animals or those with a bite history. We also do not take dogs to dog parks, or to off leash areas. We walk only dogs of the same family together, usually not more than 2 at a time.
- We do not visit pets (including cats) less than once per day. There are no exceptions to this policy.
- **Remember to call your Sitter** to let her know that you are home from a trip. Messages may be left at any hour. If we don't hear from you at the time your pet's next visit is due, we attempt to contact you. If we can't reach you, we will provide visits at our usual charge until you confirm that you are home.

Emergency Vet Care

If your pet is ill or injured while you are away, we will call you immediately. If you do not respond or can not be reached, we will contact your veterinarian. If the vet office is closed or we are instructed to use an emergency care provider, we will transport your pet to **The Animal Emergency Clinic (AEC)** at 5608 S. Durango in Tacoma. The AEC phone number is 253-474-0791 and website is www.theaec.com. Directions to the facility are detailed on their website.

Please let us know if you have financial or medical limitations for your pet's care or if you do not wish your pet to receive emergency services. We will not be responsible for payment of veterinary or AEC fees. To ensure your pet will be served in a timely manner, leave a credit card authorization on file in our office when traveling.

Keys

All clients are required to provide two working sets of house keys at contract signing. If only one set is received, you will be charged \$5.00 for additional key copies. The Sitters will keep your keys with our secure key coding system unless directed otherwise. After the initial interview, if we are asked to pick up or drop off keys, there will be an \$18 charge per trip. If we are requested to mail back a key, a \$5.00 mailing charge will be incurred.

Due to power outages and sensitive garage key pads and door openers, The Sitters must have a key to a door and be allowed access to your home. Without key access, we can not be responsible for completing assigned pet sitting duties or responsibilities...and we may not be able to help you in case of emergency.

Emergency Phone Numbers and Contact Persons

If you will be out of town while we are pet sitting, please remember to let us know for each trip when you are leaving, a phone number where you can be reached (include a land line phone not only your cell phone), and the day and time you are expected to return. This information should be emailed or called in to our office as well as left in a note in your home.

Anyone designated to be your emergency contact persons in our records must be reachable during the time you are out of town. They must also be willing and able to enter your home and be trained to care for your pets. This ensures that in the event of an emergency, in case something happens to you while you are away, or if our sitter for any reason can not continue providing care for your pets there is someone identified who is able to assume responsibility for your pets. If services are missed in these unusual circumstances, refunds will apply for any unused visits.

Sitter Backup

In case your assigned Sitter is injured, ill or has an emergency, another Sitter will be assigned. It is our policy that your pets are not left without scheduled visits.

Sharing Pet Care Duties

We do not share duties with anyone who is not employed and insured & bonded by our company. We will not be held responsible for injuries, damages, expenses, or any pet- or house-related problems that arise when others are involved in visiting your pets or working in/around your home during your absence. If you choose to allow friends, family, neighbors, workers or other invited guests in your home while you are away, please notify our office of who they are, what vehicles they drive, how to reach them, and their times of approved visiting so we can be prepared. We have the right to refuse service if the situation seems unacceptable to us.

Payment

Pet sitting is a prepaid service. We accept cash, personal checks, and credit cards (MasterCard or Visa only).

For vacationing/business trip clients, payment must be made in full by your pet sitter's first visit of each trip. We will invoice you by email at the time of your reservation. If you do not have an email address, the invoice will be mailed and payment is due before pet sitting commences.

Mid-day dog walking or frequent use clients may prepay on a monthly or twice per month schedule. Please contact our office regarding the most convenient method of payment for you.

You can make online credit card payments by individual invoice, or you may keep your credit card information on file in our secured system. If you prefer, you can mail your check in advance of your trip, or leave it for your sitter on the first day of service. Checks should be made out to "The Sitters" and sent to 1911 SW Campus Drive, #307, Federal Way, WA 98023-6441.

Full payment is due prior to your service being provided. Failure to leave payment and/or any returned checks will result in a \$35 fee.

Gratuities

When you wish to reward your sitter with a gratuity for a job well done, tips are gladly accepted in cash at the time of service, or the desired tip amount may be added to your check or credit card payment.

Refunds

All refunds (less appropriate cancellation or other fees) are offered in terms of future pet sitting services. No cash or credit card refunds are made.

Holidays

A 25% Holiday Surcharge per visit will apply on all services rendered on New Year's Eve* & New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve* & Christmas Day.

**New Year's Eve and Christmas Eve...Holiday Surcharges apply for visits made 2 pm or later.*

Cancellations for Holidays

Holidays are very busy times for pet sitters. When you book a trip, we reserve our staff time for your pets. If you make reservations for services during the holidays, payment is due when the reservation is made. If you decide more than 7 days before the holiday to cancel your reservation, you will receive a 50% credit for future services. If you cancel with less than 7 days of the holiday, no credit or refund will be offered.

Cancellations for Vacationing/Business Trip Clients

If you need to cancel your pet sitting reservation you may do so with 2 days notice and still receive a full credit for future services. If you cancel with less than 2 days notice, you will receive a credit for future services less a \$20 trip cancellation fee.

If you return home early, you will be credited the full amount of unused visits for future services. If you are late in returning, you will be billed for the additional visits.

Cancellations for Mid-day Dog Walking Clients

If you need to cancel your mid-day dog walking reservation you may do so with 2 hours notice and receive a full credit for future services. If you cancel with less than 2 hours notice, no credit for that visit will be made.

Same Day Service

We are not always able to accommodate same day service requests...but some times we can. If you need pet sitting services on the same day as your call, we will add a \$20 same day service fee to your invoice.

Questions?

If you have questions about these policies, please call 253-661-7488 or email us at jw_edson@msn.com. We look forward to caring for your pets!

Jill W. Edson, Owner

The Sitters
1911 SW Campus Dr, #307
Federal Way, WA 98023-6441

www.the-sitters.com 🐾

The Sitters is a service of Edson Enterprises, LLC 🐾

© Copyright 2008, Edson Enterprises, LLC All Rights Reserved

Page 4 of 4