

## **Pinnacle Pro Services LLC, dba Country Pup Pet Sitting Company Policies**

### **Meet & Greet**

CPPS provides a complimentary 30 minute initial consultation to get to know us and we get to meet you and your pets prior to start of service. We will also review and collect all paperwork, vet records, keys and full payment at that time; please have those items ready for your scheduled meet & greet appointment.

Should we need to return to collect paperwork, vet records or keys prior to the start of service, there will be a \$10 non-refundable charge. Payment in full is required at the Meet & Greet to guarantee your time in our schedule.

### **Payment Policy**

At this time, CPPS accepts cash, check, credit card and PayPal. Payment in full is required at the time of booking your service. We cannot guarantee our availability until all required forms are completed and returned with payment in full. This ensures fairness to clients who are serious about using our services. We'd hate to turn away someone who really needs our help and we thank you for your understanding.

### **Short Notice**

A \$5 per visit fee will be applied to all visits booked with less than 48 hours' notice unless previously approved by CPPS.

### **Very Early/Late Visits**

Any visit scheduled prior to 7am or after 8pm will be assessed an additional \$10 per visit.

### **Cancellation Policy**

At Country Pup Pet Sitting, we understand that life happens and schedules may change. While we strictly enforce our cancellation policy, we typically give everyone a free pass the first time they have to cancel.

Pet Sitting - Service cancellation fees will be applied according to the table below and apply to service that has not commenced as of the date of cancellation. Any remaining balance will be credited to your CPPS account toward future services.

<b>Notice</b>	<b>Cancellation Fee</b>
More than 15 days prior to start of service	Full Credit
3 to 14 days' notice prior to start of service	25%
48 hours or less notice prior to start of service	50%

If Pet Sitting service has commenced and one or more visits are cancelled due to your early return or change in schedule, no refund will be issued for those unused visits.

Recurring Dog Walking and Puppy Care- If weekly or monthly service has commenced and one or more visits are cancelled due to your early return or change in schedule, no refund will be issued for those unused visits.

### **Why do we have a cancellation policy?**

We have awesome clients who are valuable and extremely important to us. We take pride in providing the best care possible to your pet so having a cancellation policy ensures that all parties will be treated in an equitable manner.

Because there are a finite number of hours in a day and demand for our services continues to grow, we book services weeks, sometimes months, in advance. We try to never turn our clients away but sometimes that does happen and we don't maintain a wait list for pet sitting. For Dog Walking clients, each month we will ask if there are any days that you will not need service and you will be billed accordingly. We then reserve time for your pet in our daily schedule. In both instances, pet sitting and dog walking, if a cancellation occurs we have no way of reselling that time.

Our cancellation policies are the same for everyone and are always available on our website. This transparency allows us to schedule clients who are serious about using our services and understand in advance that our cancellation policy is in place to be fair to all. We hope you understand and thank you in advance for your cooperation.

### **Primary Pet Sitter/Dog Walker**

Each client is assigned a primary pet sitter and all services are scheduled with the primary sitter whenever they are available. In the event that your primary sitter is fully booked, out sick, taking time off, or has a last minute emergency, an alternate pet sitter or owners Tammy and Dave Hennessy, are ready and available to take over so no interruption in pet care occurs.

If you'd like to meet the alternate pet sitter prior to the start of service, a 15 minute introduction will be arranged at a cost of \$15. This fee will be added to your invoice and payable upon receipt.

### **Holidays and Vacations**

Holiday rates will apply for all holiday, school vacation/breaks and summer vacations in the towns we service. Holiday periods begin one business day prior to the holiday and include the first business day after the holiday with the exception of Thanksgiving which commences the day before the holiday and ends the Monday after. The Christmas holiday begins the day before Christmas Eve through New Years Day. The above applies to pet sitting services only, not Monday through Friday dog walking or puppy care clients.

School vacation/break periods include the bookend weekends on either side of the vacation week.

Summer vacation period begins on June 15<sup>th</sup> and ends the weekend after Labor Day.

Holiday Period Rate of \$5 per visit will apply in addition to the regular per visit fee for the duration of the holiday period.

Visits on major holidays i.e. Dec 25, July 4, etc. will incur a \$10 per visit charge in addition to the regular per visit fee.

### **Refunds**

Country Pup Pet Sitting does not issue refunds of any kind. If you cancel services after making full payment, you will receive a credit to your account minus any applicable cancellation fees. If Dog Walking or Puppy Care service has commenced, and one or more visits are cancelled due to your early return or change in schedule, no refund will be issued for those unused visits. Account credits do not expire.

### **Late Payments & Fees**

Payment in full is required at time of booking for scheduled pet sitting. For weekly or monthly dog walking or puppy care; failure to remit full payment prior to the first visit of the service period removes your pet(s) from the schedule until payment is made. A \$50 returned check fee will be assessed to any returned check. Any outstanding balance is subject to a 20% late fee on the accrued outstanding balance every 30 days. Any balance outstanding after 90 days will be turned over to a collection agency or suit filed in Small Claims Court. All accrued late fees, collection fees and/or court filing fees will be added to outstanding balance and are to be paid by client.

### **Severe Weather & Your Emergency Contact**

In severe weather conditions we do our very best to ensure that your pet is cared for as scheduled. However, during winter pet sitting, when very severe weather may cause travel to be dangerous and roads to be impassable, Country Pup Pet Sitting will call your emergency contact or neighbor to check in on your pets. 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 them to request their assistance to check on your pet(s) until it is safe for us to do so.

It is the client's responsibility to ensure that CPPS has updated emergency contact information, which should also include a neighbor, during winter months. Email your updated emergency contact information to us by November 15<sup>th</sup> annually: CountryPupServices@gmail.com. Any visits cancelled by CPPS will be credited to your CPPS account for use toward future services.

### **Home Access and Safety**

We require two means of entry to your home, one must be a key. Either two house keys, a key and a garage opener, garage key code, etc. One will remain with your sitter while the second Key is securely stored in our office for backup emergency purposes.

During the winter months, garage door keypads and codes do not always work so it may be impossible to gain access in that manner. If unsure, call our office today.

Client is responsible for removal of all snow & ice removal on their property. For the safety of your pets and sitter, please be sure to make arrangements for your driveway, sidewalks/paths and any entrances to be cleared of snow and ice.

You will be notified if CPPS cannot safely access your driveway or walkways. Upon your next scheduled visit, we will again attempt to gain safe access to your home and pet. In the event of a storm and without previous removal services already in place, CPPS offers driveway and sidewalk clearing for our clients; please contact us for details.

For the safety of your sitter and pets, you are required to provide pet safe ice melt or sand at all entry points being used by your sitter & pets.

### **Tipping**

If you were provided with great service it is appropriate, and very appreciated, to tip your dog walker or pet sitter for the love and care they provide your pet while you're away. This is only a suggestion and not required.

### **Satisfaction Guarantee**

If you are not completely satisfied with our service, please let us know immediately so we can address the issue and remedy the situation in a timely fashion.

### **Client Feedback**

We value the trust you place in us to care for your pets and we are committed to providing the best care possible. Your feedback is very important as it helps me to make Country Pup Pet Sitting even better. So to that end, we ask that you take a moment to complete the feedback form that will be emailed to you after your service period ends as it provides us with vital information. Thank you.

### **Privacy Policy**

Country Pup Pet Sitting will not share your personal information with third party vendors for any purpose. We collect your name, address, phone numbers, email addresses, payment information, and home/pet information for the sole purpose of providing quality pet care for you. This information is maintained in a secure location.

These policies are subject to change without prior notice given and are available on our website.