

My Favorite Pet Sitter Pet Sitting Policies

The following policies apply to My Favorite Pet Sitter (hereinafter referred to as "MFPS") as of 5/1/2005.

Coverage Area

The service areas are the cities of Folsom, Orangevale, Fair Oaks, Rancho Cordova, Granite Bay, El Dorado Hills, Cameron Park, Rescue, Newcastle, Auburn, Penryn, Loomis, and Lincoln.

Dog Walking

Dogs must be walked on leash and should have a visible identification such as collar and tag. If a dog defecates during walk, MFPS will collect waste and properly dispose it.

Hours of Operation

MFPS is generally reachable by phone during the hours of 9am to 9pm every day except major holidays and will return calls within 24 hours unless stated otherwise on the outgoing message. When unavailable, the outgoing message will inform clients of the date of return.

MFPS is generally reachable by email during the hours of 9am to 9pm. Emails will be responded to within 24 hours unless stated otherwise via an absence email. When unavailable, the absence email will inform clients of the date of return.

Pet sitting visits are performed between 7am and 10pm. Visits outside these hours must be agreed upon by MFPS and may incur an additional \$5 charge.

Overnight stays are 12-hours long and are performed between 7pm and 10am. Visits outside these hours must be agreed upon by MFPS and may incur an additional charge.

House Keys

Two copies of clients' house keys will be collected and tested at the time of consultation and/or prior to the pet sitting start date. The pet sitter will retain one key and the other will be kept secured for emergency purposes. Keys will be maintained and locked when not in use. Keys will be labeled with a discrete ID and not the client's name, address, or other personal information. Keys will be kept secured or returned upon payment for pet sitting services.

Initial Consultations

An initial consultation is required for first time clients. This allows MFPS to collect important information about the pets under their care. Consultations typically take 30 minutes, depending on the number of pets and any special instructions. Keys and security codes must be collected and tested at this time. Repeat clients may have MFPS retain their keys or make arrangements with MFPS for key pick-up. There is no charge for this. Total costs must be collected during the initial consultation for new clients, or before the first scheduled visit for existing clients.

The client's information and instructions must be on hand during all pet-sitting visits.

Medical Emergencies

In the event of a medical emergency, pets will be taken to their own veterinarians or, if not available or time not permitting, Blue Ravine Animal Hospital at 421 Blue Ravine Rd., Suite 300 in Folsom, Loomis Basin Vet Clinic at 3901 Sierra College Blvd. in Loomis, or any closest vet. The pet will be treated for emergency care only, according to the client or on MFPS's account, to be reimbursed by the client upon their return. In the event of an after-hours emergency, pets will be taken to Sacramento Veterinary Surgical Services at 9700 Business Park Dr., Suite 404 in Sacramento or Loomis Basin Vet Clinic.

Overnight Stays and Use of Client's Equipment

MFPS is responsible for providing for all personal necessities for overnight stays with the exception of use of a bed, bathroom facilities, refrigerator for storing personal food, and microwave for reheating personal food. Use of television, stereo, phone, or other appliances are prohibited unless agreed upon by client.

Payment

Total payment is due at the initial consultation. Payments will be accepted by check made out to "My Favorite Pet Sitter" or by cash. Credit cards are not accepted.

Pet CPR and First Aid

All pet sitters must have pet CPR and First Aid training by their 3-month probationary period. The American Red Cross offers training on a monthly basis. To sign up for a class, visit www.sacsierraredcross.com, click on the training link on the left, and look for Pet First Aid, or call 916-368-3131.

The cost of the class is \$32 and Independent Contractors will be reimbursed upon showing proof of certification and after their 3-month probationary period. Pet first aid kits are required to be carried to all visits. Kits should include at minimum gauze, bandage tape, scissors, Neosporin or an equivalent antiseptic ointment, a rectal thermometer, and a muzzle. MFPS can provide kits upon completion of the pet first aid class, in which case the kits are to be returned to MFPS at termination of contract.

Pet Illness or Death

In the case of a pet's illness or death, MFPS will contact the client immediately and transport the pet to the client's vet for treatment or disposal as outlined in the pet-sitting contract. If the vet is not available or is too far away for the pet's condition to withstand, the pet will be taken to Blue Ravine Animal Hospital, Sacramento Veterinary Surgical Services, or Loomis Basin Vet Clinic.

Pet Immunizations and Identification

MFPS does not require pet immunization. Record of pet immunization is requested in case of biting incident.

MFPS does not require microchipping or collars (except when dog walking). Pet identification is requested in case of pet loss.

Pet Sitter

The only pet sitters allowed to perform pet sitting services on behalf of MFPS are Janet Bennett or an MFPS approved Independent Contractor. No other substitutes will be permitted.

Pet Waste

All pet waste will be disposed of daily and removed from the client's house, unless otherwise instructed by the client.

Prices

Pet sitting services are charged at \$20 per 30-minute visit. Depending on the number of pets, longer visits may be required. Forty-five-minute visits are charged at \$27.50 and longer visits are charged at \$35 for the first hour and \$30 for additional hours. Key pick-ups and drop-offs are charged at \$5 per trip after the initial set of visits. Discounts are applied with accompanying offers. Clients who pay MFPS's services on a monthly basis also receive a 10% discount.

Twenty-minute dog-walking services are charged at \$15 per visit. Dog walking in conjunction with pet sitting is only an additional charge if the services extend beyond the specified time.

Overnight stays are charged at \$65 per stay. All pet sitting services are included in overnight stays. Overnight stays consist of a 12-hour period.

Holiday visits consist of

- New Years Eve (5pm or later)
- New Years Day
- 4th of July

- Thanksgiving Day
- Christmas Eve (5pm or later)
- Christmas Day

Holiday visits are charged at time-and-a-half.

Visits and overnight stays outside of normal hours (see Hours of Operation) will incur an additional \$5 charge.

Service	Initial Cost	Holiday Cost	Special Circumstances
Pet Sitting	\$22 for 30 min. visit \$30 for 45 min. visit \$38 for 60 min. visit	\$33 for 30 min. visit \$45 for 45 min. visit \$57 for 60 min. visit	Additional \$5 for visits outside of normal hours
Dog Walking	\$16 for 20 min. walk	\$24 for 20 min. walk	Additional \$5 for visits outside of normal hours
Key Pick-up/ Drop-off	\$6 per trip	\$5 per trip	
Nail Trimming	\$15 for one cat, \$5 for each additional	N/A	
Overnight Stay	\$70 per night	\$105 per night	Additional \$5 for stays outside of normal hours

Emergency trips to and from the veterinarian or time spent to look for runaway pets will be charged at a rate of \$30/hr. All returned checks will incur a \$25 return check fee. A monthly interest rate of 1.5% will be charged on accounts unpaid in excess of 14 days.

Reservations

No minimum notice is required for pet sitting, however sufficient notice is needed in order to conduct an initial pet sitting consultation for first time clients. Consultations are required for first time clients.

Cancellations

Overnight cancellations made 14 days in advance will result in a full refund, minus a \$10 fee if a key return is necessary. If overnight cancellations are made 7 days in advance, the deposit (50%) is retained. If overnight cancellations are made less than 7 days in advance, no refund will be given.

For all other cancellations, 48 hours notice will result in a full refund, minus a \$10 fee for key return. If cancellations are made 24 hours in advance, the deposit (50%) is retained. If cancellations are made less than 24 hours in advance, no refund will be given.

Supplies

Everyday pet supplies such as pet food, litter, and treats are provided by the clients. If these supplies run out before the pet sitting is completed, MFPS will purchase additional supplies from PetsMart or Petco and require reimbursement upon the client's return. Travel to and from the store incurs an additional \$5 charge.