

## Policies & Procedures

Thank you for choosing **Your Creature's Comfort®** to care for your furry best friend(s)! Pet sitting is more than topping off the food and patting Fido on the head. Our goal is to provide the care and attention your pet needs in your absence, maintain safe and secure surroundings and act quickly and efficiently in the event of an emergency.

Your adherence to these Policies and Procedures will greatly help us achieve these shared goals.

- Scheduling and Visit times:** We strive to accommodate the needs of your pet. Your Creature's Comfort provides a time interval during which visits will occur. The typical scheduled time is 20-30 minutes per visit. If an unforeseen situation arises, the time interval may be adjusted. Additional time may be charged at our hourly rate located on your agreement.
- Reservation Confirmation:** Please, do not leave town without directly confirming your reservations with Your Creature's Comfort office. If you have not received confirmation of a requested visit(s) via email, text or phone call, you are not confirmed! We strive to also call or text 24 to 48 hours before your departure date as a courtesy reminder of our pending visit but this is not always possible.
- Welcome Home:** **Please be sure to contact Your Creature's Comfort as soon as possible upon returning home.** We understand an emergency may prevent you from contacting us. If we do not receive notification of your return, Your Creature's Comfort may continue to visit your pets as scheduled if we feel the pet may be un-cared for and/or at risk of neglect. The benefit of doubt will be to the benefit of your pet. Charges will continue to accrue until you notify us.
- Reservations:** It is always best to schedule visits well in advance of your departure; however, you may call us at any time to set up a reservation. We will do our best to accommodate your request! Remember, reservations are not guaranteed until you have confirmation from our office. **An in-home consultation is mandatory before pet care can be provided for all new clients.**
- Other Home Services:** Please inform us if, at any time during our services, anyone may access your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbors. It is understood that the client will notify anyone with access to the home that pet sitter services have been engaged. **Unless notified in writing, we will not allow anyone access to your home unless they have a key/pass code or are listed as an Emergency Contact.**
- Inclement Weather:** Your Creature's Comfort suggests that you provide the name and phone number of a person living nearby (with access to your home) as one of your Emergency Contact Persons. This person should be close enough to walk to your home if roads are impassable (for example, a neighbor). If we are unable to drive to your home or the pet sitter feels driving will be unsafe we will attempt to contact this person to request their assistance to check on your pet(s). Please remember that garage door openers may not operate in the event of power outages. **Your Creature's Comfort will resume services as soon as conditions allow us to reach your home safely.** Fees are incurred for attempted visits.
- Pet Guardianship:** In the unfortunate event you become incapacitated while your pet(s) are in our care, we will use the name you provided on the *Pet Profile Form* to become the guardian and take over the care of your pet(s) until care can be provided as arranged for in other legal documents prepared by you. We urge you to address care of your pet(s)

when planning your estate. Please be sure the named person(s) is/are aware you are appointing them as guardian(s) of your pet(s). If no name is provided or such person refuses guardianship we will attempt to give your pets to a non-euthanasia adoption organization for a new home.

In the event your home becomes uninhabitable during your absence. Your Creature's Comfort will use our best efforts to provide temporary housing. Such as an emergency contact, your requested kennel, a kennel of our choosing if such kennel is not available or not documented. Client is responsible for all related charges.

8. **Medication/Vaccinations/Immunizations:** Your Creature's Comfort will attempt to administer medications as directed by you (as per your Veterinarian orders). By doing so, you agree not to hold us responsible for complications that arise as a result. **Under no circumstances** can Your Creature's Comfort service any pet that has any form of untreated active contagious illness. Your Creature's Comfort requires that all pets have the necessary vaccinations and immunizations before service begins. We will ask to see expiration dates for:
  - a. **DHLPP vaccinations** (D = Distemper, H = Infectious Canine Hepatitis, L = Leptospirosis, P = Parainfluenza, P=Parvovirus). In McKinney, this vaccine is given at 8, 10, 12, 16 often 20 weeks of age, and then yearly.
  - b. **Rabies vaccinations.** In McKinney, this vaccine is given at 4 months of age then once every 1 to 3 years afterwards, depending on the type of rabies vaccine administered.
  - c. **Please refer to your city of residence's requirements for all animals in your care.**
9. **Unforeseen purchases:** Your Creature's Comfort may purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well-being of your pet during your absence. We will retain a receipt and provide an invoice upon your return. The pet owner is responsible for reimbursement of these items, associated mileage and hourly fees.
10. **Pet waste:** Your Creature's Comfort will properly dispose of your pet(s) waste, if requested, according to your instructions. However, we do require that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed of. Pet waste that exists prior to services will not be disposed of.
11. **Collars/Leashes:** Please provide a secure, well-fitted collar (harness / gentle leader) with appropriate tags for all visits. All dogs will be walked on their leashes.
12. **Fences:** Your Creature's Comfort does not accept responsibility or liability for any client's animals that escape or become lost, injured, killed or otherwise incapacitated for animals left in a fenced area. This includes electronic, wood, metal or any other type of border protection.
13. **Contact:** We do our best to avoid interaction with all other animals and people during a walk.
14. **Other pets in the household:** All pets in your household are treated as "your pet" whether owned by you or not. (i.e. A roommate's or family member's pet, regardless if there is a shared cost for our services). The individual who signed our agreement is responsible for all pets in the household. A second agreement may be completed by contacting us.
15. **House Cleanliness:** Your Creature's Comfort will provide reasonable clean up after your pets. Please inform us on the *Home Profile Form* of the designated area for the appropriate cleaning supplies. Your Creature's Comfort is not responsible for carpet/flooring stains created by your pet(s). We request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags. If there are accidents above and beyond the normal amount anticipated, Your Creature's Comfort will charge the hourly rate for clean up time.

16. **Thermostats:** We suggest that you leave your thermostat settings within a normal comfortable range (**68-78°F**). Your Creature's Comfort may adjust the thermostat to ensure the health and comfort of your pets.
17. **Keys and access codes:** Your Creature's Comfort will require two means of entry. This is typically achieved by providing us two copies of your house key during the in-home consultation. (Or one key and a garage access code) One key will be held by the pet sitter. The other key will be retained as a backup. In the event only one key is provided we may make an additional key as a back up. All keys and access codes are random-coded for security and secured in our office safe. If there is a unique access pass or wand, we will require one copy of each as well. Client's may request that we return their keys or destroy their keys at anytime. An additional fee may apply.
18. **Key Retention:** It is recommended that your keys remain in Your Creature's Comfort custody for convenience in future use of our services or as a backup option in the event you are ever "locked-out". The lock out service charge is located on your client agreement. All keys and access codes are kept in a secured lock system and are coded for your protection.
19. **Key Pick-up/Drop-off:** If you choose not to have Your Creature's Comfort retain your keys, you may have YCC personally pick up and then return the keys to you for the fee listed in your agreement. To avoid the return fee you may opt for us to mail your keys to your address or you may pick them up by appointment at our office in McKinney.
20. **Updates:** You are left with a duplicate copy of the agreement, veterinarian agreement, pet and home profiles. It is the client's responsibility to inform Your Creature's Comfort of any changes regarding your contact numbers, your pet's care needs and other pertinent information before our next service dates. YCC may ask for an updated profile if there have been significant changes since our last visit, you have moved, or have welcomed new pets to your family.
21. **Privacy Policy:** All of your information will be kept private and confidential. Your Creature's Comfort highly respects our clients entrusting us with the care of their home and pets.
22. **The Registration Fee** is waived if services are booked and paid for at the time of registration. If no bookings are made at time of registration the fee (typically one day's sitting fee) is collected and applied to your first booking. This fee is non-refundable and the credit expires 6 months from the intake date.
23. **Holiday Charge** per visit for the following dates.
  - a. New Year's Eve and New Year's Day
  - b. Easter weekend (Sat & Sun)
  - c. Memorial Day Weekend (Sat, Sun & Mon)
  - d. Labor Day Weekend (Sat, Sun & Mon)
  - e. 4<sup>th</sup> of July
  - f. Halloween
  - g. Thanksgiving Day
  - h. Christmas Eve and Christmas Day

Thank you again for choosing **Your Creature's Comfort!**