**The Social Dog, LLC**

**PET SITTING POLICIES AND PROCEDURES**

**Scheduling & visit times:**

While we do our best to meet your scheduling requests, **The Social Dog** takes appointments on a first come first served basis. As a result, while we will make every effort to visit your pets at the requested time, the visit times may be adjusted due to weather, emergencies, or scheduling conflicts.

**Early Returns/Cancellations:**

* Weekday Daily Walks:

We try to be as flexible as possible and understand that things come up. However, if a visit is scheduled, but something changes and you will not be leaving your home that day, we require that you notify us before 9:00am that day via **phone call** or **text**. Do not email last minute changes, as we cannot guarantee that we will get them on time. If we come to your house, you will be charged for the visit, even if it isn’t needed.

* Pet Sittings:

If you return home early for any reasons, please notify us as early as possible. However, since we have already reserved the time for you, you will still be charged for the entire time that was initially booked. Any changes to the initially booked schedule must be made one week prior to departure.

**Holiday Cancellations:**

**The Social Dog** is typically fully booked during Holidays and we usually have to turn away clients. If you reserve time with us during Holidays, and have to cancel for any reason within **7 days** of any Holiday, you will be charged for one-half of the visits. Also, the earlier you can book for any holiday pet sitting, the more likely we are to be able to accommodate you.

**Inclement Weather:**

In the event of severe weather, we will make every effort to take care of your pet although the schedule may be altered and outside walks shortened. If the roads are not passable, or conditions too dangerous in our judgment, we will reach your emergency contact and notify you of that event.

Also, when the weather goes over 85 degrees, the walks will be shortened to prevent heat-related problems, and play will continue inside.

**Emergency Contact:**

In the event that we cannot reach your home, or are unable to enter your home (power outage disabling the garage opener for example) we require the name and phone number of a person who does have access to your home. Ideally, this would be a trusted neighbor.

If such a person is not provided, please be aware that we will only be able to provide services if we can safely reach and enter your home. You will be notified in such an event.

**Medications / Vaccinations:**

**The Social Dog** will attempt to administer medications as directed but cannot be held responsible for complications that may arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. **Under no circumstances** will **The Social Dog** service any pet that has any form of contagious illness. This is for the safety of our other customers. **The Social Dog** requires that all pets have the necessary vaccinations and immunizations before service begins. We would ask for documentation of such vaccinations that we can keep on file in the event that we need to take your pet to a veterinarian during your absence. We will make every effort to use your chosen veterinarian, but in case of emergency, we may have to use a different one.

If a **Social Dog** pet care provider is bitten or exposed to any disease or aliment received from a client’s pet, which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred.

If medications are required, we require at least **twice daily** visits (even if medications are administered only once daily) to ensure that the pet are doing well with the medications and do not have adverse reactions. A sick pet can change for the worse very quickly, and having at least two daily visits will help catch such changes before it is too late.

**Access to your Home by Others:**

If you allow or expect any other person to be present in or have access to your home during the time that **The Social Dog** is providing pet sitting services, please be aware of the following:

1. We must be the only people responsible for taking care of your pet.
2. We cannot be held liable for any damages to the property or pets as a result.
3. Please make sure that person is aware that we are coming in to take care of your pets so that they are not surprised when we come in

**Fences:**

Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety.** **The Social Dog** does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal, or any other fence type.

Furthermore, no pet will be allowed out alone in a fenced yard between visits.

**Pet and house/yard clean-up:**

**The Social Dog** will properly dispose of pet waste in your outside waste receptacle, and will do our best to clean up any accidents your pet may have. **The Social Dog** is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where you would like the waste disposed.

**Collars and Leashes:**

All dogs will be required to be on leash during outdoor walks. The collars must have an ID tag (with owner’s name, address and phone number) as well as a rabies tag.

**Privacy Policy:**

Wehighly respect our clients entrusting us with the care of their home and their pets. We do recommend your inform a trusted neighbor that while you are away, **The Social Dog** will be caring for your pets and your home.

**Thermostats:**

To ensure the health and comfort of your pet, please leave your thermostat setting within a normal comfortable range (68-78F).

**Animal Behavior:**

Animal behavior can be unpredictable. **The Social Dog** does not accept responsibility for liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if a **Social Dog** pet care provider is harmed or injured by the clients animal, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either **The Social Dog** pet care provider or by the animal.

A very boisterous dog or one who pulls hard during walks will be fitted with a Gentle Leader collar and leash so the outing is more enjoyable for everyone. **The Social Dog** has such collars on hand and there will be no additional charge for the use of the Gentle Leader.

**Updates:**

Please provide us with any changes regarding your pet care and/or other pertinent information.

**Payment:**

* Weekday Daily Walks:

Payments are due monthly upon receipt of the invoice.

* Pet Sittings:

Payment is due on or before the 1st day of the service. Checks will be cashed/deposited halfway through the service period. Customer will be quoted the rate of the total payment at the time of the confirmation call and **The Social Dog** will leave a paid invoice for your records as a receipt.

**Return Check Charges:**

There is a $30 fee for any returned checks.

**Keys:**

If you are not already doing so, please consider letting **The Social Dog** retain your house key. Ideally, we would keep **2** keys – one with us during the service, and one left at the office in case one of our providers lock themselves out of your home.

If you choose not to have us retain a key, picking up and returning a key requires two (2) extra trips and there will be a $5 charge per trip for time and mileage. A second option for key return is via U.S. Mail. To cover costs, the charge for this option is $5. The last, and least preferred option due to safety concerns, is to leave your key is a predetermined place agreed upon prior to the start of sitting. Please check the key you provide **The Social Dog** to ensure it will open your door! We require a physical key because in the event of a power outage, a garage door will not open.

If you live in a gated community, we request that both **The Social Dog** and the service provider’s name be put in the guest registry. Also, if you have a key fob that we can use for service, it would be appreciated.

**Pet care outside our main service area:**

**The Social Dog** has never raised the prices for our services since we have opened our doors in 2007, however, the ever-rising fuel costs have forced us to institute a new fee policy. We are based in downtown Haymarket, VA, and we service all home owners in the greater Haymarket/Gainesville area. However, for homes located more than 5 miles from downtown Haymarket, there will be an additional fee of $0.50 for each mile over 5, each way.

For example, if your home is 10 miles away from downtown Haymarket, there will be a charge of $5.00 added to each visit: 5 miles x 2 (each way) x $0.50 = $5.00.

(All distances from GoogleMap, shortest route)

**Unacceptable Pets:**

**The Social Dog** has the right to refuse animals who appears to be aggressive, ill, etc. or could cause harm to **The Social Dog** or others. We do not have to provide reasoning for refusing to work with you or your pet.

Pets that we deem fractious or aggressive, but manageable (**in our judgment**) will incur an additional $10 per day fee. This will be discussed during the consultation visit, prior to the beginning of service.

**Abandonment Policy:**

If you abandon your pet in our care, we have the right to report your actions to the appropriate authority, give your pet up for adoption, or any other ethical and humane course of action that we choose. The parent will be held 100% liable for reimbursing **The Social Dog of** all expenses incurred during this time period.

Client Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**The Social Dog** Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_