

Paws & Purrs Feline Services

**Policies**

Please READ and UNDERSTAND all policies set forth below.

**Scheduling and Communication**

* General business hours are from 8:00 am to 9:00 pm daily. Cat sitting hours may vary by sitter, but are generally from 5:30 am to 10:00 pm, or from 5:00 am to 11:00 pm during holidays.
* All scheduling requests should be made directly through Paws & Purrs’ main contact number (770-235-6785), not through your specific sitter. Our sitters do not maintain their own schedules, and should only be contacted directly once an initial confirmation has been received.
* To schedule future cat sitting visits, contact Paws & Purrs via our online scheduling software. If you prefer, you may also send requests via text, email or phone. Please specify your sitter preference, visit frequency, exact travel dates, expected departure and arrival times, and if applicable, time period (am or pm) for first and last visits needed by sitter. Also, please let us know if any medical changes have occurred since our last time visiting.
* Please allow 48 hours for confirmation of any new cat sitting requests. Your cat’s needs are very important to us, and we will make every attempt to contact you as quickly as possible.
* If you do not receive a confirmation, DO NOT assume that we received your message and made your reservation! Please resubmit your request, just in case we never received the first message.
* Text messaging has become an invaluable means of instant communication. Since we are away from our office most of the time, we can usually return a text message more quickly than a phone call. Then, if a phone call is necessary to follow up on specific details, we can speak at a later, more convenient time.
* Feel free to check in with us before you leave for your trip. Our policy is usually to answer re-confirmation requests via text message only. We encourage our sitters to reconfirm upcoming cat sitting assignments directly with you, but during high volume periods, this may not be possible due to time constraints. You can always confirm any upcoming visits by accessing your account in our online scheduling software.
* Our policy is to send you a text message sometime after our initial visit, to let you know that all is well and if any issues or questions were encountered. We do not guarantee text messages after every visit. However, you may check in with your sitter for updates at any time.
* ALWAYS remember to call or text your sitter directly once you have arrived home safely from your trip. If we do not hear from you within 12 hours of your expected arrival time, we will attempt to contact you. If we cannot reach you, we will continue visiting your cat until we are able to contact you. In the event that you arrive home earlier than expected, please contact your sitter directly to avoid being charged for an unneeded visit.
* We cannot guarantee an exact time for every visit your sitter makes. We do attempt to keep your cat on a similar schedule to what they are currently used to, but various circumstances (such as emergencies, traffic, other sitting jobs and their locations, 2nd job schedules, and personal obligations) may require that we reevaluate our schedules on a daily basis. Generally, AM visits are scheduled to occur between 6:00 am and 11:30 am; PM visits between 4:30 pm and 10:00 pm; and Anytime visits between 7:00 am and 9:30 pm.

**Home Access and Security**

* Our company policy is that at least TWO operational keys remain with Paws & Purrs at our main office. We do, however, allow one of the modes of entry to be a garage or door key pad instead of an physical key. This ensures that, in the event of a lost key, a last minute sitting request, or other emergency, a member of our staff will be able to provide care for your cat(s). However, if you do need your keys picked up before and returned after each trip, please be patient as this will be dependent on our schedule and availability in your area, and will also incur Key Pickup/Return fees.
* Do not drop off keys or payments at your sitter’s alternate place of employment. This puts everyone at risk.
* We strongly discourage the practice of sharing care with other individuals, as this allows for breaches in safety, security and pet care. Paws & Purrs will not share cat sitting responsibilities with anyone, other than a family member residing at your residence. Please see our “shared care policy” for further information.
* Please inform Paws & Purrs if any person(s) have access to you home while you are away, including any maid service, contractors, etc. This helps us to keep your cats and your home safe and well cared for, as well as providing peace of mind and safety for your sitter. For our safety and the safety of your home, the authorities will be notified upon finding anyone in your home, unless otherwise specified by you.
* If you have an alarm system, please be sure to inform your security monitoring company that you have given Paws & Purrs access to your home. When appropriate, give them your sitter’s name, phone number and special code word.
* If applicable, please notify your rental company or leasing office that you have a cat sitter and give them our company information, as well as your sitter’s name and phone number.
* We ask that all doors and windows are locked and secured, all cats are present inside the home at the time of your departure, and no cats are unintentionally trapped behind closed doors.
* Paws & Purrs will not be held liable for any free-roaming outdoor or indoor-outdoor cats in the event of injury, illness, loss or death.

**Holidays**

* Please keep in mind that holidays are some of the busiest times of the year for pet sitters, and availability is limited. Always remember to schedule early, so that we may better serve everyone’s needs during these hectic holiday times. Last-minute cat sitting arrangements may not be possible due to the high volume of requests. However, we do give special consideration for existing clients when possible, and will make every attempt to accommodate all requests!
* We do apply a $5 per day surcharge on holidays. This surcharge is paid to your sitter in its entirety, in order to compensate them for giving up their own holiday time. See Services page for current holiday schedule.

**Charges and Payments**

* At this time, we only accept cash or checks (made out to Paws & Purrs Feline Services).
* Our policy is to receive payment as of the date services begin, but if you forget to leave payment, we can invoice you after you return. However, remittance is due upon receipt of the invoice, and a processing fee will be incurred.
* Any supplies, additional services and/or necessary veterinary care will be invoiced accordingly. Errand fees and trip charges will be applied as necessary.
* Payments not paid as agreed upon and paid in full within 30 days are subject to an interest rate of up to 5% per month.
* A $25 fee may be charged to your bill if a check is returned NSF.
* The services that we offer and our rate schedule are reviewed at the beginning of each year. If applicable, rate increases and/or decreases will take effect on February 1st of that year. All current rates and upcoming rate changes will be posted on our website, pawsandpurrs.com.

**Cancellations & Last Minute Scheduling Requests**

* Paws & Purrs does not typically charge cancellation fees for cancelled visits, or assess surcharges for last minute scheduling requests. We understand that plans can change, and these changes are not always under your control. We also understand that you can’t plan for emergencies. However, if these policies are egregiously and chronically abused, then a cancellation fee of $50 or a late scheduling fee of $25 will be charged to your account.

**Inclement Weather and Other Emergencies**

* We make every attempt possible to maintain a consistent, specific cat sitter for your kitty family. If we are able to anticipate any changes in your sitter scheduling due to unavailability, we will let you know in advance. However, in case of emergency or sudden illness, advance notice may not be possible.
* In the event of a family emergency, illness or injury to your cat sitter, we will arrange to have another of our qualified sitters cover for them during their absence. However, if you prefer, you may make your own arrangements for the care your cat(s).
* In case of extreme weather conditions, we will get to your cat(s) as soon as it is safely possible. We highly recommend that you formulate a contingency plan, backup sitter option, or alternative care solution (such as trusted neighbor or local vet clinic) when a potential severe weather event is being projected, especially if your cat(s) is on any critical medications. (Please check out our Disaster Preparedness page on our website, pawsandpurrs.com, for tips on how to prepare for these extreme conditions).

**Miscellaneous**

* Any information you provide to Paws & Purrs is considered private and confidential, and will never be shared with anyone else without your permission.
* Paws & Purrs reserves the right to refuse service or discontinue service at any time.
* Paws & Purrs reserves the right to make changes to these policies at any time.

By signing this document, I am promising to read and abide by the Policies set forth above in their entirety.

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(Print Name)

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(Signature) (Date)