

Birds of a Feather and Friends Guidelines and Policies

1. **Scheduling & visit times:** **Birds of a Feather and Friends** will visit at the requested times as closely as possible. However, if we are caring for multiple pets, the times may vary slightly to accommodate all clients. Times will be adhered to as closely as possible.
2. **Reservations:** It is best to plan a couple of weeks in advance if possible in order to obtain services on the dates you desire. An in-home interview is required, prior to scheduling, for all new clients. While we can tentatively schedule in your dates, we must meet you and your pets to assess your needs before we make the commitment to provide for your pet(s)' care. During this initial meeting we will also review and complete forms and sign any agreements.
3. **Keys:** **Birds of a Feather and Friends** will obtain your house key (and/or garage code) during the initial visit when service is scheduled and agreements are signed. If you choose not to have **Birds of a Feather and Friends** retain a key or do not have an additional key at this time, picking up and returning your keys requires two additional trips and there will be a **\$15.00** charge per trip for time and mileage. Another option is to arrange to drop key off to **Birds of a Feather and Friends** as it is available and pick up when the scheduled time is completed.
4. **Extended Absence:** In the event you have to be away longer than planned it is mandatory that you contact us! We will only accept extensions of service by direct confirmation with you....your pet(s)' well-being depends on our communication!
5. **Confirmation Calls:** **Please remember to call when you have returned home safely!** If we have not heard from you within a few hours of the expected return time, we will continue pet care trips until notified and the additional trips will be added to your total bill at the regular rate. Call at **ANY** hour and leave a voice message that you have returned.
6. **Additional Pet Care Assistance and Other Scheduled Services:** If **Birds of a Feather and Friends** is not the only care provider for your pet during the time of service and other persons are entering and leaving your home, **Birds of a Feather and Friends** cannot be held liable for any damages or problems that may arise as a result. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, repair persons, gardeners and landscapers, family and neighbors. **Birds of a Feather and Friends** does not accept liability for other persons who will be entering your home during the pet care services.
7. **Inclement Weather:** Every effort is made to take the best possible care of your pets. In the event of inclement weather such as severe storms or extreme snow/ice conditions, you will entrust **Birds of a Feather and Friends** to use the best judgment in caring for your pets and home during that time. The Customer selection of a nearby emergency contact is requested. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home 2) The service schedule may be changed, interrupted, or altered due to weather circumstances 3) If it is not possible to drive safely to your home, your**

emergency contact will be notified 4) You will be notified that the above-mentioned contingency plan has been activated.

8. **Emergency Contact: Birds of a Feather and Friends** requests the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for Birds of a Feather and Friends, the customer realizes that Birds of a Feather and Friends will provide service but not until conditions allow us to reach your home safely.**
9. **Cancellations: Birds of a Feather and Friends** requires a full four-day notice prior to the date of the first visit. Failure to provide notice in fewer than four days will result in a **\$25.00** cancellation fee payable by the pet owner.
10. **Holiday Cancellations:** With the exception of severe weather, life threatening emergencies of a death in the family, any cancellations prior to a major holiday (Christmas, New years, Easter, Memorial Day, July 4th, Labor Day and Thanksgiving) of less than **seven** days notice will be charged for 50% of the total invoice for scheduled pet care to be paid. Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season.
11. **Cancellations for Mid-Day Service (daily walks): A 24-hour** notice is required prior to the next scheduled visit unless a family emergency....otherwise payment is due for the time originally agreed upon.
12. **Termination of Mid-Day Service:** Please provide **Birds of a Feather and Friends** with a full **2-week or 14-day** notice in the event mid-day service is no longer needed. If a **2-week or 14-day** notice is not provided, payment is due for the service originally agreed upon.
13. **Payment/Rates:**
 - **Vacations:** Payment due in full prior to or on the first day of service
 - **Daily Care/Walks:** fees due the last day of the week service provided
 - **Cash, checks or money orders only accepted at this time** – payment may be made to **Birds of a Feather and Friends** or to **Nancy Ohanian**
 - **New Clients** – fees for scheduled visits will be determined during the initial interview
14. **Other Items of Importance:**
 - **Leashes:** All dogs will be required to be on leash during outdoor walks.
 - **Unsecured Pets: Birds of a Feather and Friends** will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence. It is the owner's sole responsibility to "pet-proof" any areas of the home and/or property to

which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property. Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play, however no fence system is totally secure. **Birds of a Feather and Friends** does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the client's animals in a fenced in area....this includes electronic, wood, metal or any other type of fence.

- **Dog Parks:** While dog parks are a wonderful means of exercise and socialization for some pet owners and their dogs, **Birds of a Feather and Friends** does not provide this service to pet owners due to the risk of illness and injury to the owner's pet...animal behavior is very unpredictable and even the best tempered dog will have a bad day....this is a risk that this company does not take with its clients' pets
- **Pet and house clean-up:** **Birds of a Feather and Friends** will properly dispose of pet waste and pre-arranged and do our best to clean up any accidents your pet may have. **Birds of a Feather and Friends** 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 .