**PurrEssence Policies**

-Making a reservation PurrEssence cannot accept time-specific calls as I cannot guarantee specific times accurately (unless the pet is on medications that are time-specific) All visits requests are scheduled within a 2-hour window. By initialing you acknowledge this policy\_\_\_\_\_\_\_\_\_\_\_\_

-The client is responsible for providing PurrEssence with updates on any changes regarding your pet's care, health, behavior, and /or any other pertinent information.

-Cancellations must be received 3 hours ahead of the scheduled visit.($5 charge for late cancellations)

-Access to your home by others: If the client allows any other person(s) access to their home during PurrEssence contract period, PurrEssence cannot be held liable for any damages to your property or pets as a result. Please notify PurrEssence if someone will be in your home. Please also notify the person(s) in your home that PurrEssence will be entering your home so that your visitor is not surprised or otherwise upset by my entrance.

-Use of video surveillance: I am honest, trustworthy, and have nothing to hide, and don't mind if you use cameras. Please do not post any videos without my permission.

**Inclement Weather:**The service schedule may be changed, interrupted, altered, or canceled at my discretion. Every effort will be made to reach your home safely. If it is not possible to safely drive to your home, your emergency contact will be notified as soon as reasonably possible. It is best your emergency contact is a neighbor so they can reach your home.

PurrEssence Pet Care, LLC, and its independent contractors agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against PurrEssence Pet Care, LLC unless arising from gross negligence on the part of PurrEssence Pet Care, LLC. Client agrees to notify PurrEssence Pet Care, LLC of any concerns within 24 hours of returning home.

a. PurrEssence Pet Care, LLC shall not be held responsible for pets that cause damage to furniture, flooring/woodwork, carpeting, walls etc. while pet sitter is not present.

b. PurrEssence Pet Care, LLC shall not be held responsible for the loss, injury, death, or actions of any pet(s) the client has let outside or has instructed PurrEssence Pet Care, LLC to allow outside while sitter is not there. \*This includes pets with doggie doors and outdoor pets.

c. The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Proof of vaccination is required.

d. No fence system is 100 percent secure for your pet’s safety. PurrEssence Pet Care, LLC does not accept responsibility or liability for any pets that escape, are injured, become lost or fatally injured when left outdoors or given access to fenced in areas. This included electronic, wood, metal and all other fence types. All pets with electronic fences must wear their collars with fresh batteries. Likewise, PurrEssence Pet Care, LLC is not responsible or liable for pets that escape, are injured, become lost, or fatally injured when outdoors in areas that are NOT fenced in. PurrEssence Pet Care, LLC is not responsible for critters or animals i.e., coyotes, snakes, etc. that enter client’s yard or jump client’s fence and injure or fatally attack client’s pet(s).

e. PurrEssence Pet Care, LLC Pet Care will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest that your pet board with a veterinarian.

f. PurrEssence Pet Care, LLC does not accept aggressive animals. If pet(s) exhibits aggressive behavior that poses a risk to the pet sitter or prohibits them from caring for the pet(s), service will not be provided. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc.) if client’s pet(s) should bite another person or animal.

g. PurrEssence Pet Care, LLC will not walk unruly or untrained dogs. All dogs must be walked on a leash per local state law unless in designated off-leash parks.

h. Client authorizes PurrEssence Pet Care, LLC to obtain the services of a locksmith should a key, lock pad, keyless entry electronic door pad, or garage door opener malfunction. Client is responsible for all charges.

i. Client is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety reasons.

j. PurrEssence Pet Care, LLC will not be responsible for any keys the client has asked to be mailed.

k. Job sharing is not covered under our insurance. We can NOT be responsible for your pet or home if another service provider, friend or family member enters your home while we are not there.

**Cancellation Policy-** Cancellations must be received within 8 hours of scheduled visit or a cancellation fee of $10 will apply.

**Cancellation of Contract** -PurrEssence Pet Care, LLC reserves the right to deny service or terminate service if job differs from original consult or if the job poses safety issues or financial concerns. PurrEssence Pet Care, LLC also reserves the right to deny service or terminate service if illnesses or injuries occur, or, if incompatibility or inappropriate or uncomfortable situations arise. If dangerous or destructive behaviors preclude PurrEssence Pet Care, LLC from providing further care of pet(s), client authorizes pet(s) to be placed in a kennel, with all charges therefrom to be charged to client. Client may terminate this agreement at any time in writing and agrees to pay immediately any outstanding service invoices. Client agrees to arrange for another qualified sitter to fulfill the responsibilities set forth in this contract.

**Emergencies-**Client agrees to authorize PurrEssence Pet Care, LLC to handle any emergencies that may arise. PurrEssence Pet Care, LLC will make every effort to contact client, however client gives PurrEssence Pet Care, LLC authority to act in the pet’s/home’s best interest. Client agrees to an hourly rate of $30 is for all medical emergencies. If pet(s) become ill while under the care of PurrEssence Pet Care, LLC, client authorizes PurrEssence Pet Care, LLC to transport the pet(s) to client’s veterinarian or to one who is available, including after-hour emergency clinics. Client agrees to reimburse for any medical expenses PurrEssence Pet Care, LLC incurred within five days of returning home or a late charge of $20 will be applied. Client releases PurrEssence Pet Care, LLC from any and all liabilities related to treatment and transportation resulting from emergencies. PurrEssence Pet Care, LLC requires you to have a secondary responsible party to take care of your pet(s) in the event of unforeseen circumstances beyond our control such as inclement weather, natural disasters, and acts of terrorism. PurrEssence Pet Care, LLC is entrusted to use best judgment in caring for your pet(s) and home and will be held harmless for consequences related to such decisions. In the event of personal emergency or illness of Pet Sitter, client authorizes PurrEssence Pet Care, LLC to arrange for another qualified person to fulfill responsibilities as set forth on this contract. Every attempt will be made to notify client regarding such situation.