



## Terms and Conditions of this Service Agreement

Thank you for choosing Leash4Lease, Inc. for your animal care needs. We are honored that you are considering us for your pets' care. We have been providing honest and dependable pet care since 2001. We have a committed team of experienced and fun-loving pet sitters who can't wait to meet you and your furry family members. We promise to take care of your animals the way you instruct, so you can enjoy your time away from home.

### SERVICES PROVIDED:

Leash 4 Lease, Inc. provides pet care in your home. We are happy to customize our service to your needs. During our visits the following is included, but not limited to:

- Showing your pets lots of love, affection and attention, go for a walk, play or just let them sit on our laps. Feed and fresh water according to their normal routine, administer medication, etc.
- Bring in mail, packages and newspapers, adjust blinds, lighting, thermostat, take out/bring in garbage cans, water plants and gardens, other stuff too! Just ask!

Each of our team members is fully experienced in a wide variety of pet care. Leash4Lease, Inc. is a member of Pet Sitters International and all team members are covered by the company's liability insurance and bond.

### Daily Dog Walking

Available weekdays, weekends, one-time visits or on-going regular basis. Daily Dog Walking can also include enrichment activities, light grooming and yard time/play.

**Rates:** \$25/half hour, \$40/hour.

### Kitty Play Time

Available weekdays, weekends, one-time visits or on-going regular basis. Kitty Play Time includes enrichment activities, light grooming and tons of love.

**Rates:** \$25/half-hour, \$40/hour.

### Pet Sitting

Vacation care in your home for your pet(s) while you are away. For dogs, we require three visits for a full day. We also have a four-visit option. Times for visits are approximately 8am 2pm and 8pm for the three a day option, 8am, noon, 4pm and 8pm for the four a day option. Visits will be a half hour or an hour and can a combination of lengths.

**Rates:** \$25/half hour, \$40/hour

**Holiday Rates:** \$10 additional per visit



**ARRIVAL TIMES:** We are unable to guarantee our arrival at a specific time but we will make every effort to arrive within a reasonable window of your requested time.

### Introductions and Training:

- We meet all new clients and their pets in your home. Your pet sitter and an admin member of our team will come together to meet everyone, go over the routine, ask and answer any questions. We want to ensure that all parties on all sides are comfortable with each other.
- There is no fee for the initial consultation unless the trip is canceled.
- A normal visit fee for each pet sitter will be charged for any trips that have been canceled.
- Any additional meetings required will be charged a normal visit fee.

### Holidays:

- Holiday rates apply on New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day and New Year's Eve.
- There will be no daily dog walking on the following Holidays unless specifically requested: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, the Friday following Thanksgiving, and Dec 24-26.

### Office Hours: (roughly)

- **Monday – Thursday – 10am – 6pm,**
- **Friday and Saturday – 10am – 1pm,**
- **Sunday and major holidays – closed**
- Limited office hours Thanksgiving weekend and the final two weeks of each year.
- For clients under our current care or for urgent or emergency requests, please message your pet sitter and the office for assistance via the Time to Pet Portal.

### WE ASK OF OUR PET PARENTS:

- **Key/home access:** Lockboxes are highly encouraged and recommended for use of storing keys safely on the property. Likewise, coded garage doors and front doors are also encouraged and recommended.
- **Additional and Back up keys** – please provide at the initial meeting a backup key to be stored in the office safe cabinet to be used in case of lost keys.
- **Instructions:** Please provide full and complete written instructions for all duties as expected from the pet sitter at each visit. *Pet sitters do not take notes and will only follow written instructions as provided by the client.* Instructions may be left in a noticeable location in the home or in the Time to Pet portal.



## WE ASK OF OUR PET PARENTS (CON'T):

- **Supplies:** Please provide enough supplies, food, litter, etc. If a pet sitter needs to purchase more while pets are under our care, full reimbursement and travel time spent will be charged.
- **Medications:** Please have enough medications for the length you will be away. Neither Leash4Lease, Inc., nor the pet sitters will be responsible for ordering or purchasing refills of prescription medications.
- **Security Cameras:** We request to be notified and shown where all security cameras are in the home.
- **Criminal Activity:** We request to be notified of any recent criminal activity in the neighborhood and be given notice regarding sexual offenders living nearby.
- **Firearms and ammunition** – We request that all firearms and ammunition be locked away in a locked and secure location. We do not need to know where this is in the home.
- **When you get home:** Please send a message via Time to Pet when you return home. The client will be charged a visit fee if the pet sitter is not contacted and continues to visit with animals.
- **Job Sharing:** We prefer not to “job share” with a neighbor, friend, relative, etc. In the case this is a request of the client, a list of all people caring for pets and home must be provided to Leash4Lease. In addition, a visit log *must* be kept between pet sitter and other person to include such details as feeding, visit times, medications given, etc.
- **Payments:** Leash4Lease, Inc will email an invoice via Time to Pet once the service has been provided or at the end of each month for regular/daily clients. Payment is due upon completion of service. We accept payment in mailed check or online via invoice link.

## CANCELLATIONS:

- For daily walks, please message us via Time to Pet before 9am to cancel for the daily walk. A normal visit fee will be charged if not notified in time.
- Any canceled trips that occur during the week of Thanksgiving (Sunday to Sunday of Thanksgiving week) and over the Christmas/New Year Holidays (December 20 – January 3) will be subject to a 50% cancelation fee.

## EMERGENCY CONDITIONS:

- If your pet sitter is in an accident, has an emergency or becomes ill, Leash4Lease, Inc. will appoint another pet sitter on staff to cover your pet sitting needs.
- In the case of inclement weather, our best effort will be made to continue with the pet sitter’s normal schedule, without putting the pet sitter in any danger.
- Under any situation, every attempt will be made to take the pet to the veterinary clinic the client as stated on the Client Profile in Time to Pet. If a situation occurs after normal business hours and emergency care is needed, the pet will be taken to Animal Emergency & Trauma Center in Poulsbo or Animal Hospital of Central Kitsap in Silverdale (depending on location and availability at each respective clinic). Leash4Lease, Inc. will make every attempt to

P.O. Box 2202 Poulsbo, WA 98370

Cell: 360.440.8800 [Amy@Leash4Lease.com](mailto:Amy@Leash4Lease.com) [www.Leash4Lease.com](http://www.Leash4Lease.com)



contact the owner for permission or instruction if any animal is in need of medical attention except in the case of an emergency. Owner agrees to pay any charges incurred by Leash4Lease, Inc. for any veterinary care.

## MISCELLANEOUS:

- **Cleaning Messes:** The pet sitter will make every effort to clean any mess an animal might leave inside, using only cold water and clean rags, unless otherwise instructed by the client.
- All Leash4Lease clients will be added to the eNewsletter list. We send out periodic eNewsletters that contain important information pertaining to Leash4Lease policies, schedules, and social events. Leash4Lease, Inc. will never share or sell your personal information.
- **Pictures:** Unless requested or declined - Photos of pets might be used in social media, marketing materials, etc. Every effort will be made to photograph only the pet and not surrounding area to disclose location or ownership.

## Time to Pet:

Once we have reserved your time, we will send you an email invitation to our online pet sitting portal called Time to Pet. In Time to Pet you will be able to request services and also see our calendar with your scheduled visits and times. In addition, we will send updates with photos and invoices via Time to Pet.

If you have any questions or comments about any of the above service details, please let us know. We're happy to answer any questions you might have.