

## POLICIES

- I will arrive at your place of residence in a distinct vehicle displaying the standard logo; a trained and experienced pet care professional in a uniform will be standard. I provide an initial free "meet and greet" visit where I become familiar with your pet(s) and your home. I have an opportunity to learn your pet(s) routine and make sure they are comfortable. The contract, policies and terms/conditions are given to you. Any questions you may have will be answered and I may collect the keys to your home. Scheduling is by an appointment and based on a first come first serve basis. I will do my best to accommodate your needs. However, if unforeseen circumstances arise, the time may be adjusted.
- I will make a confirmation call no less than (1) day prior to the service being performed. The confirmation will be made by the owner Shawn Amerlinck A.H.T., R.V.T. by telephone to ensure your pet(s) needs is carried out as intended by the contract.
- Payment is due when services rendered. I accept Cash, Cheque, Visa and MasterCard. A N.S.F cheque is subject to a **\$50.00** service fee. I will send a paid invoice for your records as a receipt.
- Please consider letting me retain your house key. Your house key will be kept in a secure safe. Your key will be tagged for client confidentiality. A pick-up/drop-off fee of \$10.00 applies per round trip.
- I have requested the information for an emergency contact person(s) that has access to your home. This should be a person close enough to walk to your home if I am physically unable to drive to your home. I may contact this person to request their assistance to check in on your pet(s).
- If you allow any other person(s) into your home during My Pet's Butler contract period, I cannot be held liable for any damages to the property or pet(s) as a result. Please notify me and the person(s) that I am coming so that your visitor is not surprised by me arriving.
- Please let me know when you have arrived home early. Please call **226-346- PETS (7387)**. Otherwise, My Pet's Butler will continue services to ensure your pet(s) safety and well-being and you will be charged accordingly. Refunds will not be issued, but the remaining balance will be applied as a credit to your account for future services.
- I acknowledge that plans change from time to time, please keep in mind that I may charge a cancellation fee for a reservation that was not called in within 24 hours. **I do not overbook**. Cancellation fees are necessary to ensure the business' viability and livelihood.
- If a pet becomes ill while under the care of My Pet's Butler, Client authorizes My Pet's Butler to transport their pet(s) to their choice of veterinarian on page 4 of service agreement. Client authorizes and approves any emergency treatment recommended by the veterinarian and Client agrees to pay for any charges incurred. Client releases My Pet's Butler from any liabilities related to transportation, treatment, and expenses.
- Inclement weather can be an issue. Clear access to and from your premises needs to be maintained in a safe manner at all times during the service period. I will use my best judgement while caring for your pet and home. I will carry out your instructions to the best of my ability. Every effort will be made to drive to your home, the service schedule may get altered, your emergency contact will be notified, and you will be notified about the above- mentioned changes to the plan.
- I will administer medications and perform services as directed but cannot be held responsible for complications that arise as a result. Excessively shy or difficult animals with medical conditions can pose a problem. If you think you own such an animal, it will be discussed in detail. **Under no circumstances** will I service any pet that has any form of contagious illness. This is for the safety of my other clients and pet(s). We require that all pet(s) have the required vaccinations before service begins. If My Pet's Butler pet care professional is bitten or exposed to any disease or ailment from your pet, which has not been currently vaccinated, you will be responsible for all costs and damages that may incur.

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- Your fenced in yard is a place where you may want My Pet's Butler to take your pet to play or exercise. However, if your fence system is not 100% escape proof I do not accept responsibility or liability for any pet(s) that may escape, are injured or become lost, fatal or otherwise. Please ensure your fence is pet proof when given access to a fenced in yard.
- I will properly dispose of pet waste in the designated spot you have indicated and will clean up any accidents your pet may have. I am not responsible for carpet/floor stains created by your pet while I am not there. My Pet's Butler does request that you provide plastic bags, towels, cleaning products, paper towels and trash bags. Although, I will provide fresh towels for in-home bathing and be rest assured your pet will be transported in a disease-free cargo kennel.
- All dogs will be required to wear a collar with ID tags or be micro-chipped. All dogs on outdoor walks will be on a leash and under my control at all times.
- Pet behaviour can be unpredictable. I do not accept responsibility for liability for animal behaviour, normal or otherwise, which results in injury to your pet. Further, if My Pet's Butler in-home pet care professionals are harmed or injured by your pet, you accept full responsibility for the cost of any necessary medical care expenses and damages that result from an animal bite. Bites must be reported to the local authorities as required by law.
- I have the right to refuse animals that appear to be aggressive, ill, in a state of conflict or could cause harm to me or others. I do not have to provide reasoning for refusing to work with you or your pet.
- If you abandon your pet while in my care, I have the right to report your actions to the Windsor Essex County Humane Society. All expenses incurred during this time period the client will be held 100% liable for reimbursing My Pet's Butler.
- Client waives and relinquishes any and all claims against My Pet's Butler, except those proved to be arising from negligence on the part of My Pet's Butler. My Pet's Butler, company owner and associates are not liable and are completely indemnified for any and all liability to friends, neighbours, relatives or service persons, that shall enter client's residence or property for any purpose while My Pet's Butler is caring for Client's pet. It is understood that My Pet's Butler shall not be held responsible for any damage caused by client's friends, neighbours, relatives or service persons during the period in which the pets are in the care of My Pet's Butler.