



# TAILS OF PHILLY

## POLICIES AND PROCEDURES

Thank you for choosing our service. Our goal is to make your little family member(s) as comfortable and as happy as possible while you are away. We hope that you enjoy having your pet(s) pampered by Tails of Philly LLC. If your experience is satisfactory please feel free to refer us to your friends and neighbors. *If you have time, a letter of reference, online testimonial on our website, Facebook page or Yelp review is always appreciated.*

The following is a list of some of our policies. If you have any questions, please ask.

### 1. BUSINESS HOURS

Tails of Philly is "open" 365 days a year. To book, cancel or modify pet sitting and dog walking services or communicate any other pet related issues and needs, please text, call or email us during these hours: 8am - 7pm Monday - Sunday. **DO NOT call or text Tails of Philly before 8am or after 7pm** unless it is an emergency or your pet is currently in our care. If it is an emergency, please call me at 215-645-2761. **DO NOT TEXT.**

**Occasionally, Tails of Philly will shut down for vacation or weekend.** When announced, any existing bookings will be guaranteed, but Tails of Philly reserves the right to decline additional bookings during that time.

### 2. COMPLETION OF TRIP

**Please remember to email [tailsofphilly@gmail.com](mailto:tailsofphilly@gmail.com) or text within 24 hours of your return from your trip.** Otherwise, we will continue visiting to assure the safety and well-being of your pet. Additional trips will be added to your bill.

### 3. RESERVATIONS

**Always** confirm your reservation with us in person, by phone or via email. ***We cannot accept a message left as a reservation.*** This ensures that we won't miss your message and your pet won't be left alone.

There is a \$25 surcharge for any for service request received less than 72 hours from the start of reservation.

Modifications that are not cancellations to existing reservations that are requested with less than 24 hour notice will incur a \$10 fee. If you change your travel plans while you are away and Tails of Philly is taking care of your home and pets, Tails of Philly will do its best to accommodate you and your pets, but can never guarantee coverage for these types of additional or modified requests.

**If you are a client with a schedule that varies from week to week, it is your responsibility to contact Tails of Philly by 7pm each Saturday** to inform me which days of the upcoming week you will need walks/visits for your pet(s). If you do not contact Tails of Philly by 7pm each Saturday, a \$10 fee will be charged. Please set a reminder on your calendar to meet this weekly deadline.

Tails of Philly is happy to "pencil you in" when your plans are not clear, but you do not want to procrastinate

on reserving pet care. However, it is not the responsibility of Tails of Philly to check in with you later to find out where you are in the planning stage. **If Tails of Philly receives a “definite” booking that conflicts with a “pending” booking, the definite booking will override the pending one.** We will always do our best to accommodate you and your pets, but we can not wait for you when we have so many other client requests coming in on a daily basis.

#### 4. PAYMENT

Payment invoices for weekly clients will be emailed to clients on Fridays and payment will be due within 14 days of invoice receipt. Invoices for vacations and trips are sent a week before the first date of service (if booked enough in advance) and are due no later than 14 days after the last day of requested service.

Please make payments either by submitting a check or money order to “Tails of Philly LLC,” credit/debit, Venmo, PayPal or pay by cash. If writing a check, please write-in your invoice # in the memo area. Credit and debit payments can be accepted through the online invoice system, Wave.

#### 5. CANCELLATION POLICY

**Holiday visits.** During holiday periods, 50% of total services cancelled will be charged if cancelled with at least two weeks notice.

100% of total services PLUS holiday fee will be charged if cancelled with less than two weeks notice.

Cancellations apply to all days in which the holiday surcharge applies.

**Vacation Visits.** Except for holiday periods, cancellations for vacation visits may be made up to 48-hours in advance of your trip. After that period, there will be a cancellation fee equaling the visit fee.

**Mid-Day Walks.** Please email, text or call the office 24-hours in advance should you find you will not require a walk. This allows us time to revise the schedules and routes. You will not be charged for the walk/visit as long as we receive notice a minimum of 24-hours in advance to the scheduled walk; otherwise you will be charged 100% of the day’s fee.

#### 6. INCLEMENT WEATHER POLICY

**Rain.** Visits are not cancelled in the rain & sleet; however, walks might be shorter for the comfort of your pet and walker.

**Snow:** If there is light snow and the City is operating as a normal business day, midday walks and pet sitting visits will continue as usual. If the Philadelphia Public School System is closed for the day, midday walkers may not do walks - Michelle will email or text every booked client to let them know if walks/visits are on or not. Obviously, when there is a severe snow emergency, it is not a wise idea for sitters to be on the road jeopardizing their lives on slick or unplowed roads. One solution we suggest to clients is to have a local emergency contact like a neighbor who can be relied on during these rare emergency situations to take care of your pet when it is physically impossible or unsafe for a sitter to make the visit. If you are out of town during a weather emergency or still need to go to work even though the City is closed, Tails of Philly will make every reasonable effort to make sure your pets are cared for without sacrificing the safety of our walkers and sitters. If walks/visits are cancelled due to severe weather, you will not be charged.

**Heat.** Visits are not cancelled due to extreme heat and humidity; however, walks might be shorter for the comfort of your pet and walker.

## 7. VISIT HOURS

**Morning.** Visits are between 7am - 10:30am.

**Midday.** Visits are between 1030am – 3:30pm.

**Dinner.** Visits are between 3:30pm - 7pm.

**Evening.** Visits are between 7pm - 9pm.

- Tails of Philly requires all clients to give at least a **three hour window** for their preferred visit times. We can never guarantee arrival at a specific time.
- Visits for animals requiring two visits per day (AM & PM) will be made approximately 12 hours apart.
- Pets seen once a day (i.e. cats, small mammals, reptiles, etc.) will be visited approximately the same time each day depending on the sitter's schedule.
- If there is a need to schedule a specific time for your pet, please discuss this with Tails of Philly.

## 8. FRIENDS AND FAMILY ACCESS

Tails of Philly will allow for you to have friends and/or family to come visit your pet(s) however, Tails of Philly is not responsible for any damages incurred to or in your home or to your pet during any time period that anyone other than Tails of Philly has access to your home. **PLEASE** notify Tails of Philly if there will be **anyone** else having access to your home.

## 9. ADDITIONAL FEES

**Purchasing Food or supplies for your pets.** There will be a \$40.00/hour delivery fee if Tails of Philly needs to pick up supplies for your pet (minimum 1 hour). Please remember to leave adequate (or more!) food, litter, leash etc. for your pet's needs. You will be responsible for reimbursing Tails of Philly for purchases made for your pets in your absence.

**Meeting with sitters and walkers.** Pre-service consults for new clients are free. However, a \$25 charge per meeting when clients request to have a secondary consult or meet their walker or sitter.

**Transportation of pets to vet, groomer, doggy day care or kennel.** Arrangements must be made with significant advanced notice prior to the date of transportation. We only transport within Philadelphia City. Clients will be charged 40.00 per hour which includes pick up, time at the pet care facility and drop off.

**Holidays.** There will be an additional \$10 per visit fee added to the regular per visit fee charged for services made on the following holidays and weekends when applicable: New Year's Eve & Day & Weekend (if applicable), Easter & Weekend (if applicable), Memorial Day & Weekend, Independence Day & Weekend (if applicable), Labor Day & Weekend, Thanksgiving Day & Black Friday & Weekend (if applicable), Christmas Eve & Day & Weekend (if applicable), and the week between Christmas Eve & New Year's Day.

100% of this fee is given to your sitter as an incentive to devote time to your pet and home on these special days. Regular mid-day walks do not occur on holidays, unless separately scheduled.

***Last minute service requests.*** Sometimes emergencies do arise, Tails of Philly requires a minimum of 72 hours notice for services to be rendered. Feel free to inquire about last minute services but availability is on a first come first serve basis, and will incur a “LAST MINUTE” fee of \$25.00 if requested with less than 72 hours notice.

***Returned checks.*** Client agrees to pay a \$25 fee for each check returned by the client’s bank regardless of the reason.

#### 10. KEY PICK-UP AND RETURN POLICY

Tails of Philly will retain two copies of your key at the time of contract signing. One key is kept in the company key safe for emergency use and the other key is checked out to your sitter. Your keys will be returned within 10 days of the end of contract period *at your request*. There will be a \$10.00 key return fee for this service. It is suggested that the client allow Tails of Philly to retain a key on file for future pet sitting needs. A charge of \$10 will thereafter be assessed for key pick up. Tails of Philly agrees to keep your key locked in a safe place with only secret coded identification to you and your address. If, after a period of 2-years has elapsed and client has not reserved our pet care services, it will be assumed that the client has moved away or no longer require pet care and client keys will be discarded. If client decides to resume services after the 2-year period of inactivity, the client is responsible for supplying two new sets of keys to Tails of Philly.

#### 11. EMERGENCY CARE/SICK PETS

If your pet is ever in need of emergency care, Tails of Philly will administer immediate pet first aid before your pet is taken to your veterinarian and will notify you or your emergency contact. We do not knowingly accept sitting assignments with sick pets. We firmly believe that sick pets belong under the constant care of a veterinarian. However, if you have aged or medicated pets, we can care for your pets as long as you provide Tails of Philly with care instructions for your special needs pet.

#### 12. DESTRUCTION BY PETS

As a rule, most damage to property, furniture and carpets is done by pets who get lonely and bored. Most owners do not know in advance what will provoke their pets to such action. Tails of Philly will make all attempts to limit any destruction by pets of household goods. Tails of Philly will not be held responsible for damage done by your pets to your home unless it is the result of negligence. Tails of Philly will use common sense and attempt to limit and restrict bad behavior by pets.

#### 13. UNSECURED PETS

Tails of Philly will not be held liable for free-roaming outdoor pets (i.e., cats, dogs left out in the yard, or with access to a doggy-door) in the event of illness, injury, loss or death. It is strongly advised that all pets wear an ID tag with a contact number and that they remain inside the home or confined for their own safety and welfare in your absence.

#### 14. SECURED AREAS

It is the pet 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 keep pet inside of or away from any areas pet may be having access to. The pet sitter does not assume and has no

liability for any injuries the pet may sustain while in its own home/property.

#### 15. PET CARE SERVICES WE DO NOT PROVIDE

Although our services include regular brushing of cats and dogs, if they allow, we do not include bathing, grooming, flea dips, trimming, ear washing or any personal hygiene. If your vacation is lengthy and your pet requires a trip to the groomer, we can accommodate you if arrangements are made in advance of your departure.

#### 16. TRAINEES

Client will allow Tails of Philly trainees (future dog walkers and pet sitters) to shadow an authorized Tails of Philly pet care provider and/or authorized trainer on staff in their home. In the field training of new pet care providers is the best way to tie in training materials and instructions trainees have received with real work situations under the supervision of expert pet care handlers.

#### 17. CLIENT SATISFACTION

We know our business depends on doing excellent work, and it is the quality of our service on which we stake our success. We are working very hard to make our name mean reliable, high-quality service. We strive to provide perfect service, but if there is ever a time when our service is not completely satisfactory, please let us know right away. We will do our best to make it right for you and adjust all future service to make certain it does not occur again!

Client has reviewed this form in its entirety, and Client understands and agrees to the policies & procedures.

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Client Signature

Date