

PFD Pet Care Policies and Procedures

Pet happiness, safety and security of your home, are the cornerstones of PFD Pet Care. Our company provides at home pet care while owners are away or for owners who need a helping hand. Whether you go on vacation, a business trip, need a midday visit to walk, feed, cuddle, or medicate your pet, PFD Pet Care can do it when you cannot. All our services are provided in a reliable, trustworthy, and caring manner.

****Please note that Policies and Procedures are subject to reasonable changes and amendments which may be implemented from time to time.**

Meet and Greets: Please plan ahead to obtain services on the dates you desire. An in-home consultation/meet and greet is required prior to reservations for all new clients. While we can tentatively pencil in your dates, we must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. You will be provided with a personalized Pet Check Technology QR code. You have the option of purchasing a lock box from PFD Pet Care or using your own lock box. Both the QR code and lock box are your responsibility to maintain. You will be charged \$25 if you purchase a lock box from PFD Pet Care. And if you lose the QR code it is a \$5 replacement fee for a new QR code which we must implement and will do so at our earliest convenience. The Meet and Greet is a \$15 fee which includes your personalized QR code, the PFD rep coming to your home to meet you and your pets to go over everything and access to your pet profile on the Pet Check technology app and website.

Pet Profiles: You will be set up in Pet Check Technology and it is your sole responsibility to update/change the information in your profile as needed. If this information is not up to date, we do not take responsibility for the actions we take being wrong when caring for your pet. We will follow what you have listed in the profile.

Pet Check Technology: Pet Check Technology is a third party online pet system that we use for scheduling, pet profiles, GPS tracking and scanning in/out of each visit. If pet Check Technology crashes, has a glitch or isn't working correctly for whatever reason, we will do our best to work around the problems. We will email you with your update about the walk/run if the system isn't working properly and notify Pet Check Technology of any issues. If a GPS map is not tracking properly, we will do everything to fix this by notifying Pet Check Technology, but we do not take responsibility for the issues that Pet Check Technology experiences.

Overnight care and Pet Check Technology: For overnight care we will scan in for the visit and immediately scan out to notify the client that we arrived with a short update. We do NOT stay scanned in for the entire overnight. For an overnight we will update the client by scanning in at the completion of the service the following morning. Overnights are from 7 pm-7 am and we will do evening and morning walks and feedings. If there are any specific instructions, the client can leave a physical note, email us or add information to their Pet Check Technology profile indicating it is for "overnight care".

We require a designated place for sleeping since we will be spending the night (i.e. bed, couch, blow up mattress).

Keys/lock boxes: To minimize the chance of misplaced, lost or stolen keys we operate with a "lock box system". We require that 2 (two) sets of working keys be put into your lock box and your lock box will be attached to your house/apartment or where you specify. You have the option of purchasing a lock box from PFD Pet Care for \$25, buy one on your own or use a lock box that you already have. If you chose to purchase a box from PFD Pet Care the cost will be added onto the cost of the first meeting. ***The maintenance and function of the lock box is your responsibility.*** So please check to make sure it is in working order periodically (especially in the winter) so we can get inside to care for your pet. If we cannot get inside of your home due to a lock box not working properly, we will notify you immediately. Alternatively, if you have an electronic lock, concierge at your building who holds keys or a garage code in which we can gain access to your home, these options work as well.

Reservations: For your convenience you can login to Pet Check Technology and schedule all of your services that you require. You can pick the days and times that you need dog walks, runs or pet sits. ***We arrive for each visit within a 2 hour window around your requested time.*** If you wish to have care for your pet the following day, you must ***schedule by 5 pm the day before.*** If you schedule after that time, PFD Pet Care reserves the right to deny the request due to the last minute nature. If you schedule incorrectly (i.e. type of service, time of day, etc), it is your responsibility to email PFD Pet Care with the adjustments you want made by 5 pm the day before the requested/scheduled service (you can attempt to email after this time and we will do all we can to accommodate your request). Do NOT simply make a note in the appointment, you must email info@phillyfitdog.com for the adjustments to be made.

Cancellations – Dog walking and running: If you wish to cancel any scheduled appointments, you must do so ***by 5 pm the day before*** in order to not be charged for the reserved appointment. If it is after the 5 pm deadline, you will be charged for the service. Your scheduled appointment is reserving a specific time slot for that walker/runner/pet sitter which means they are unable to care for another client's pet since they are scheduled to care for your pet(s).

Holiday Fees: we love caring for your pets all year round, even on the holidays. We have a holiday fee of \$5 per visit for the below holidays/dates:
New year's eve and day (12/31-1/1), Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving (Wed-Sun) and Christmas (12/23-12/27)

Payment – Fees are earned upon the completion of dog walking, dog running and pet sitting. All clients are charged the following Monday for the completed visits from the previous week. The accepted method of payment is credit card through a secure site (Pet Check Technology). Pet Check Technology accepts Visa, Mastercard and Discover. Please enter a valid credit card into your Pet Check Technology profile and be sure to update this information if it changes in the future.

Past Due Accounts: Any fees more than 30 days past due will be sent for collections. Client is responsible for all costs of collection.

Supplies for walk/run: It is the owner's responsibility to provide more than adequate amounts of food, litter, treats, medications, poop bags, leashes and collars and other items needed for complete care of their pets. If we have to purchase anything necessary for the care of your pet, it is your responsibility to reimburse PFD Pet Care.

Minimum Visits for Vacation Pet Sitting: PFD Pet Care requires a minimum of two visits per day for dogs and one visit per day for cats but we understand that some clients have other care available to them. The two visits do not have to be with us but we do not take responsibility for what you schedule for your pet. It is your responsibility to provide your pet with the necessary amount of care.

PFD Pet Care reserves the right to deny service or terminate service because of safety concerns, financial issues, or inappropriate or uncomfortable circumstances.

Visitors: Please notify PFD Pet Care if others (housekeepers, pest control service, realtors, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that PFD Pet Care's services have been engaged.

PFD Pet Care, company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons, that shall enter your residence for any purpose while PFD Pet Care is caring for your pets.

Last minute requests/Emergencies: Last minute requests are considered *after 5 pm the day before the requested visits*. If you schedule after 5 pm, we can NOT guarantee that your pet will be on the schedule for the following day. But please feel free to email if an unexpected need arises. We will make every attempt to accommodate your needs for service on short notice depending on our availability. **All last minute requests will have an added \$8 fee.**

Inclement Weather: We will do our best to get to your house in any weather to care for your pet. But we reserve the right that this may be impossible and out of our control to make it to your house if the weather does not allow us to. Furthermore, we reserve the right to be late due to the weather conditions, but we will do our best to make it everywhere on time. If in the event of inclement weather, PFD Pet Care has requested on your Client Profile the name and phone number of a person living nearby (emergency contact). If PFD Pet Care is physically unable to reach your home due to impassable roads, please provide us with this information so that we can contact this person to request assistance. Your pets' health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.

Unsecured pets and Pet proofing: PFD Pet Care 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 pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes but not limited to, thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. PFD Pet Care 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.

I/we have read and agree to the above Policies & Procedures, and intend to be jointly and severally legally bound thereby.

Print Name: _____ Date: _____

Signature: _____