

As of [Date Finished], these policies will be effective

As *Your Neighborhood Pet Sitters*, the safety and well-being of your pets is our top priority. These policies outline our procedures and expectations during various situations to ensure safety, time, and transparency.

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Scheduling within 24 Hours

Scheduling Policy

To provide the highest level of care and ensure availability for all clients, we encourage advance scheduling for pet sitting services.

- **Last-Minute Scheduling:** Scheduling a service within 24 hours of the requested time will incur a \$5 scheduling fee per visit.

Why a Scheduling Fee?

Last-minute scheduling requires additional adjustments to our team's workload and availability. The \$5 scheduling fee helps us:

1. **Accommodate Demand:** Allocate resources effectively to ensure your pet receives the best possible care.
2. **Support Staff:** Compensate our team members for their flexibility in accommodating last-minute changes.
3. **Promote Advanced Planning:** Encourage clients to book in advance, ensuring we can meet the needs of all pets and families.

Cancellation within 24 Hours

General Cancellation Policy

At Your Neighborhood Pet Sitters, we understand that plans can change unexpectedly. To ensure fairness and accommodate the needs of all our clients, we have implemented the following cancellation policy:

- **Standard Cancellation:** If you need to cancel your pet sitting services, we kindly request that you provide at least 24 hours' notice. Cancellations made more than 24 hours before the scheduled service will not incur any charges.
- **Last-Minute Cancellation:** Cancellations made within 24 hours of the scheduled service will result in a \$5 cancellation fee.

National Holiday Cancellation Policy

During national holidays, demand for pet-sitting services is exceptionally high, and our team dedicates significant time and resources to accommodate our clients. To manage this demand and compensate for lost opportunities to serve other clients, the following holiday-specific policy applies:

- Cancellations made within 24 hours of a scheduled service on a national holiday will incur a \$10 cancellation fee.

Why a Holiday Cancellation Fee?

National holidays are peak times for pet sitting services. When clients cancel at the last minute, it becomes challenging to reallocate resources or accommodate other clients who may have needed our services. The \$10 cancellation fee helps us:

1. **Offset Costs:** Compensate our team for their time and effort in preparing for scheduled services.
2. **Maintain Fairness:** Ensure fairness for all clients, especially those we may have had to turn away due to high demand.
3. **Encourage Advance Notice:** Promote timely cancellations, allowing us to serve as many clients as possible during these busy periods.

Refunds

At Your Neighborhood Pet Sitters, we strive to provide the highest level of care and service to ensure the satisfaction of our clients and their pets. To maintain fairness and uphold the quality of our services, we do not offer refunds at any point.

Why We Do Not Offer Refunds:

1. **Commitment to Quality:** Our team works tirelessly to provide personalized, top-tier care for your pets. This includes detailed planning, in-person and over-the-phone consultations, and careful adherence to your instructions.
2. **Clear Communication:** We meet with you initially to discuss your pet's needs and your expectations, ensuring that we align on the care plan before services begin. This proactive communication minimizes the risk of misunderstandings or unmet expectations.
3. **Effort and Dedication:** Our team dedicates time and resources to each booking, including scheduling, preparation, and execution of services. Refunds undermine the value of this commitment.

To avoid any dissatisfaction or need for a refund:

- **Proactive Adjustments:** If you are unhappy with any aspect of our services, please communicate your concerns at the start. We are open to reasonable changes to meet your needs during our visit; however, this is within reasonable limits.
- **Thorough Consultations:** During our initial in-person or phone consultations, we encourage you to specify all instructions for your pet's care. If any details are omitted, they will not constitute grounds for a refund.
- **Payment Plans:** We discuss a payment plan with you before services begin to ensure clarity and cost agreement. This transparent approach helps prevent disputes or misunderstandings about fees.

While refunds are not provided, we are always open to discussing your concerns and working towards a satisfactory resolution within reasonable limits.

Travel Surcharge Policy:

Our head base is located in Furlong, PA, and we are proud to serve the surrounding area. To balance travel costs and maintain affordability for our clients, the following travel surcharge policy applies:

- **No Charge Within 10 Miles:** There is no additional travel fee for clients located within a 10-mile radius of Furlong, PA.
- **Travel Surcharge Beyond 10 Miles:** For clients outside of this 10-mile radius, a travel surcharge of \$1-\$2 per mile will be applied depending on the location. The exact fee is determined on a case-by-case basis to account for travel time and distance.
- **Case-by-Case Evaluation:** When booking services, we will communicate any applicable travel surcharges during the initial consultation. This ensures transparency and allows for proper planning.

Why a Travel Surcharge?

1. **Operational Costs:** The surcharge helps cover fuel expenses, vehicle maintenance, and the additional time required to reach your location.
2. **Fair Service Distribution:** By applying a surcharge only to extended distances, we can maintain fair pricing for clients within our immediate service area.
3. **Transparency:** Discussing travel fees upfront ensures there are no surprises or misunderstandings.

Holidays:

During holidays, demand for pet sitting services is exceptionally high. To manage this demand and ensure equitable service for all our clients, we apply a \$5 service fee for all bookings on designated holidays. This fee helps us:

1. **Compensate Our Team:** Recognize and reward our team members who work during holidays to provide care for your pets.
2. **Offset Increased Operational Costs:** Cover the additional costs associated with providing services during holidays.
3. **Ensure Availability:** Encourage advanced scheduling and maintain availability for clients who truly need our services during these busy times.

Applicable Holidays

The \$5 holiday fee applies to services scheduled on the following days:

- **National Holidays:**
 - New Year's Day
 - Christmas
 - Memorial Day
 - Independence Day
 - Labor Day
 - Easter Sunday
 - Thanksgiving

Additional Visits:

At Your Neighborhood Pet Sitters, we understand that unexpected needs for extra visits can arise. We strive to accommodate these requests whenever possible. The following outlines our policy for additional visits:

- **Same Terms Apply:** During extra visits, all previously agreed-upon terms, including pricing, will remain the same unless there is a new request or additional services required. Any new requests will require further discussion to determine feasibility and pricing adjustments.
- **Accommodation of Extra Visits:** While we will always try our best to accommodate your needs, extended visit durations or significant deviations from the original plan may conflict with our other obligations. In such cases, we cannot guarantee that the additional request will be fulfilled.
- **Continuous Care:** To ensure your pet's well-being, we will continue to provide visits until you inform us that you have returned home. Unexpected delays caused by weather, travel issues, or other circumstances are common, and we prioritize your pet's safety and care until your return is confirmed.

Pet Mental Health Policy:

At Your Neighborhood Pet Sitters, we understand that pets may feel nervous or scared when we enter their homes after our initial meeting with everyone. Our team is committed to spending quality time with your pet to gain their trust and help them feel comfortable. However, emotional issues such as fear or anxiety may occasionally lead to behavioral challenges. Any pre-existing anxiety or health issues must be written on initial paperwork and be discussed prior to pet sitting services.

- **Vaccination Documentation:** For the safety of our team, we require that you provide up-to-date documentation of your pet's vaccinations, particularly in cases where the pet may display behaviors such as biting or scratching.
- **Additional Time Fee:** If working with your pet to address emotional or behavioral issues takes more than one hour, an additional fee of **\$10 per hour** will be charged beyond the first hour.

Why an Additional Fee for Emotional Issues?

1. **Time and Patience:** Building trust and addressing emotional challenges require extra time and patience to ensure your pet feels secure and comfortable.
2. **Specialized Attention:** Behavioral challenges demand focused attention, delaying other scheduled services and necessitating individualized care.
3. **Safety and Care Standards:** Properly managing emotional issues ensures the safety of both your pet and our team while maintaining the highest standards of care.

We will communicate with you about any behavioral concerns and provide updates on your pet's progress. Our goal is to create a safe and stress-free environment for your pet while delivering exceptional care.

Inclement Weather:

To create an accurate policy, we must all align with our definition of inclement weather. The definitions that we will work from are severe thunderstorms, snow and icy conditions, tornado warnings/watches, hurricanes/tropical storms, extreme heat/cold advisories, floodings, and earthquakes. Once we know such weather conditions, we will provide you, the client, with details of the warning as early as the National Weather Service permits. We will always communicate before the weather occurs to ensure the necessary arrangements are made the day before. These arrangements must be made through a phone conversation to ensure the overall safety of everyone, including us. In case of a weather-related emergency, especially an unexpected one where we can not reach you, we will contact the emergency contacts listed in the document the client completed on the first day.

Regarding working during these inclement weather events, we will still try to fulfill our schedule, but delays may occur. During this inclement weather, not every obligation will be fulfilled as usual and revisited once deemed safe. This will be discussed over the phone before the inclement weather event occurs. If the client has outdoor pets, we will make every reasonable effort to relocate every outdoor pet to the indoors for their safety. Additionally, to keep your pets and our sitters safe, we will wait until road conditions are deemed safe by local authorities and public safety guidelines so that delays may occur. We will always communicate before the weather happens to ensure necessary arrangements are made the day before. If the house loses power, we expect communication from the client on how to proceed. In the event of a mandatory evacuation, we expect full communication and cooperation to ensure the safety of both your animals and the sitters. In preparation for inclement weather, we expect clients to fulfill their responsibilities by completing, but not limited to, salting (and providing salt) driveways/walkways and ensuring safe entry points from ice and debris.

Billing:

We strive to make our billing process transparent and flexible to accommodate the diverse needs of our clients. Below are the guidelines and policies regarding our billing and payment options:

1. Receipts

- Receipts for all payments are available upon request. Please notify us if you need a receipt for your records.

2. Per Visit Charges

- Services are charged on a per-visit basis. Our starting rate is \$30 per visit. The final amount will depend on the specific needs of the client and their pet(s).
- During our initial phone consultation, we will discuss your specific requirements, such as:
 - Timed medication administration
 - Additional pets
 - Specialized care routines
- Services requiring additional care or time will incur an adjusted rate to reflect these needs.

3. Payment Methods

- We accept the following payment methods:
 - Venmo: A 3% tax-related fee will be applied per Venmo 2024 policy to avoid these fees consider the following:
 - In the description, add any emoji instead of text
 - Add a debit card to your Venmo account or connect your bank account directly; will waive a 3% fee on credit card transactions.
 - Cash: Accepted without any additional fees.
- Checks are not accepted.

4. Payment Options

We offer flexible payment options to suit your preferences:

- Upfront Payment: The total amount can be paid in full at the start of the service period.
- Split Payment: 50% of the total amount can be paid upfront, with the remaining balance due at the end of the service period.
- Per Visit Payment: Payment can be made at the end time of each visit after receiving our daily journal entry.

If you have any questions about our billing policy or require assistance with payment arrangements, please don't hesitate to contact us.

Additional Payment:

Emergency Veterinary Care Policy

At Your Neighborhood Pet Sitters, the health and well-being of your pet are our top priorities. In the rare instance that your pet requires immediate veterinary care while under our supervision, the following policy applies:

- **Emergency Vet Visits:** If we need to take your pet to an emergency care provider or veterinary clinic, we will charge a rate of **\$20 per hour** for the duration of the visit, instead of the standard per-visit rate.

Why an Hourly Emergency Rate?

1. **Time Commitment:** Emergency care often involves extended wait times and thorough coordination with veterinary staff to ensure your pet receives appropriate treatment.
2. **Specialized Attention:** During emergencies, our team dedicates their full attention to your pet's health, pausing all other scheduled services.
3. **Transportation and Monitoring:** The hourly rate accounts for transportation, communication with you and the vet, and monitoring your pet during the emergency.

We will notify you and the emergency contact if an emergency arises and provide updates throughout the process. All recommended procedures and treatments will be assumed approved for the safety of your pet unless otherwise stated by you. Any additional charges for veterinary services, such as diagnostics or treatments, will be billed directly by the veterinary provider. Billing will be coordinated between the veterinary services and the owner, as we are not responsible for any billing or related charges.

Work-Related Injury Policy:

Work-Related Injury Policy

The safety of our team members is paramount at [Your Business Name]. While we take every precaution to ensure safe and positive interactions with your pets, unforeseen incidents can occur. To mitigate risks, the following policy applies:

- **Behavioral Disclosure Requirement:** It is the responsibility of the pet owner to disclose any behavioral issues, such as aggression, fear-based reactions, or tendencies to bite or scratch. This information is crucial to ensure the safety of our team members and to provide the best care for your pet.
- **Client Responsibility for Medical Expenses:** If a pet causes a work-related injury (e.g., biting, scratching) and the owner failed to disclose relevant behavioral information, the client/owner will be responsible for covering all medical expenses incurred as a result of the injury.

Why This Policy?

1. **Transparency and Communication:** Disclosing behavioral issues ensures our team can take appropriate precautions and adapt their approach to your pet's needs.
2. **Safety of Our Team:** Protecting our team members from preventable injuries is essential to maintaining high-quality care and service.
3. **Accountability:** Clients are expected to provide accurate and complete information about their pets to ensure a safe and successful experience for everyone involved.

We appreciate your cooperation in providing detailed and accurate information about your pet during the initial consultation and throughout our services.

Additional Visits:

At Your Neighborhood Pet Sitters, we understand that unexpected needs for extra visits can arise. We strive to accommodate these requests whenever possible. The following outlines our policy for additional visits:

- **Same Terms Apply:** During extra visits, all previously agreed-upon terms, including pricing, will remain the same unless there is a new request or additional services required. Any new requests will require further discussion to determine feasibility and pricing adjustments.
- **Accommodation of Extra Visits:** While we will always try our best to accommodate your needs, extended visit durations or significant deviations from the original plan may conflict with our other obligations. In such cases, we cannot guarantee that the additional request will be fulfilled.
- **Continuous Care:** To ensure your pet's well-being, we will continue to provide visits until you inform us that you have returned home. Unexpected delays caused by weather, travel issues, or other circumstances are common, and we prioritize your pet's safety and care until your return is confirmed.

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- **Case-by-Case Evaluation:** When booking services, we will communicate any applicable travel surcharges during the initial consultation. This ensures transparency and allows for proper planning.

Why a Travel Surcharge?

4. **Operational Costs:** The surcharge helps cover fuel expenses, vehicle maintenance, and the additional time required to reach your location.
5. **Fair Service Distribution:** By applying a surcharge only to extended distances, we can maintain fair pricing for clients within our immediate service area.
6. **Transparency:** Discussing travel fees upfront ensures there are no surprises or misunderstandings.

First Responder Policy:

At Your Neighborhood Pet Sitters, we are proud to serve our community as both pet care providers and first responders. Jaymz is a firefighter and currently in school to become an EMT, and Sarah is a certified EMT. As such, there may be rare occasions where we encounter emergencies while traveling to or from a pet sitting appointment. In these situations, our priority is to provide emergency care if no other first responders are available.

- **Potential Delays:** If we come across an accident or emergency situation that requires our immediate assistance, we will stop to provide care until other first responders arrive. This may result in delays to our scheduled visits.
- **Client Communication:** We will communicate with you as soon as possible to inform you of any delays caused by our duties as first responders.
- **Planning Ahead:** If potential delays due to emergency response may be an issue for you, please let us know in advance so we can plan accordingly or discuss alternative arrangements.

Why This Policy?

1. **Community Responsibility:** As first responders, we have a duty to assist in emergencies to protect lives and promote safety.
2. **Transparency:** We aim to maintain clear communication with our clients about any delays and the reasons behind them.
3. **Flexibility:** This policy allows us to fulfill our responsibilities as both first responders and pet care providers while addressing client needs.

Right to Terminate Service Policy

At Your Neighborhood Pet Sitters, the safety and well-being of our team members and the pets under our care are our top priorities. While we are committed to providing excellent service, there are circumstances in which we may exercise our right to terminate services. The following outlines our policy:

- **Grounds for Termination:** We reserve the right to terminate services immediately in the following situations:
 1. **Immediate Danger:** Situations where our team members are at risk of harm, such as aggression from pets or unsafe environmental conditions.
 2. **Non-Disclosure of Critical Information:** Failure to disclose important details about a pet's behavior, such as a history of biting or aggression, or the presence of hazards in the home.
 3. **Hostile or Unsafe Interactions:** Threatening behavior or harassment toward our team members by the client or others present at the service location.
 4. **Legal or Ethical Concerns:** Situations where continuing services would violate legal, ethical, or professional standards.
- **Communication:** If termination becomes necessary, we will communicate with you as soon as possible to explain the situation and the reasons for our decision.
- **Backup Arrangements:** We will make every effort to arrange for a backup individual to continue providing care. However, if doing so would place another person at risk, we will no longer provide services.
- **Involving Law Enforcement:** In cases of severe or unlawful behavior, we reserve the right to notify law enforcement to ensure the safety of all parties involved.

Why This Policy Exists

1. **Safety First:** Protecting our team members and ensuring a safe environment is non-negotiable.
2. **Clear Accountability:** Clients are responsible for providing accurate and complete information about their pets and household conditions.

3. **Professional Integrity:** This policy allows us to uphold the highest standards of safety and care.

Right to Update Policies:

We reserve the right to update our policies at any time to reflect changes in our services, industry standards, or legal requirements. The following outlines how we manage policy updates:

- **Notification of Policy Updates:** If we update any policies, we will provide you with a written or electronic copy of the updated policies before they go into effect. This ensures that you are fully aware of any changes.
- **Effective Date:** Updated policies will take effect once you have received them. We ask that you acknowledge receipt by signing the updated document.
- **Client Agreement:** We kindly request that you review and sign the updated policies to confirm your understanding and agreement. This signed document will be retained in our records for reference.
- **Importance of Policy Updates:** Policy updates are designed to enhance our services, ensure clarity, and maintain the highest standards of safety and care for your pets and our team members.

Why This Policy?

1. **Transparency:** Keeping our clients informed about changes fosters trust and ensures clear communication.
2. **Legal Compliance:** Periodic updates allow us to align with any changes in industry regulations or standards.
3. **Continuous Improvement:** Updates help us provide the most effective and reliable service possible.

Insurance:

Social Media Policy

At Your Neighborhood Pet Sitters, we love showcasing the pets we care for and the work we do through our social media platforms. Sharing these moments helps us connect with our community and expand our clientele. However, we respect your privacy and the comfort of your pets. The following outlines our social media policy:

- **Client Consent:** We will always discuss our intention to use photos of your pet on social media with you beforehand. Your consent is required before any images are posted.
- **Your Right to Decline:** You have every right to decline the use of your pet's photos on social media. Choosing not to participate will not affect the quality of care we provide or our relationship with you in any way.
- **Purpose of Photos:** The photos are used solely to showcase the services we offer, highlight the wonderful pets we care for, and promote our business to new clients.
- **Privacy Assurance:** We will ensure that no identifying information, such as your home location or personal details, is included in any social media content.

We value your trust and are committed to ensuring that your preferences regarding social media are respected.