



## **POLICIES AND PROCEDURES**

Pet comfort and safety and security of your home, are the cornerstones of Northbrook Pet Nannies Inc. 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, Northbrook Pet Nannies Inc. 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.

**Reservations:** Please plan ahead to obtain services on the dates you desire. A free in-home consultation 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. During this initial meeting we will also review and complete forms and sign agreements. Please have client and pet profiles completed for this initial consultation if you received a Welcome Kit in advance.

**Keys:** Northbrook Pet Nannies Inc. will pick up 2 copies of your house key when service agreement is signed. Northbrook Pet Nannies Inc. will retain your house keys unless you request otherwise. In the event of an unexpected trip, you'll be glad we have it on file. Keys are kept in a secured lock system and are coded for customer's confidentiality. If you choose not to have Northbrook Pet Nannies Inc. retain a key, returning your keys will require an extra trip and there will be a \$10 charge for time and mileage.

**Reservation Confirmation:** Your voicemail, email or text requests require a reply from Northbrook Pet Nannies Inc. to consider your reservation as confirmed. This ensures that we won't miss your message and your pets will receive their required care.

**Extended Absence:** In the event you have to be away longer than planned it is mandatory that we hear from you! We will only accept extensions of service by direct confirmation, so again, be sure you speak personally with a Northbrook Pet Nannies Inc. employee or that we reply to an email or text that you send. Your pets' well-being depends on our communication!

**Cancellations – Dog walking:** If you cancel your paid scheduled walk you will get a credit that will expire within 60 days. If we are in transit or arrive at your house prior to cancellation Client will be responsible for payment of that visit. Clients are responsible for all costs of collection.

**Payment – Dog walking:** Fees are earned upon acceptance of Dog Walking reservations. Accepted methods of payment are cash, check or Chase Quick Pay. Clients are to pay fees for each week on or by the first day of service. If a client schedules visits on a monthly basis they

have the option of paying in full on the first Monday of the month or they can pay each week on first service day.

**Payment Policy / Cancellation Policy – Pet Sitting:** All payment for pet sitting is due before Clients departure date. We accept cash, checks and Chase Bank Transfers.

By signing this contract, Client agrees to the NPNI cancellation policy which is as follows:

During non-holiday and non-summer time periods, please note the NPNI cancellation policy is as follows:

8 or more days notice for cancellation prior to reservation: FULL REFUND GIVEN TO CLIENT.

4-7 days notice for cancellation: 50 % OF TOTAL FEE REFUNDED TO CLIENT.

3 or fewer days notice for cancellation: NO REFUND GIVEN TO CLIENT; FULL RESERVATION FEE WILL BE CHARGED TO CLIENT.

During pet sitting over major national holidays, local school breaks and the summer period between June 1-Sept 10 or for pet sitting reservations that are longer than 20 days in length, the NPNI cancellation policy is as follows:

15 or more days notice for cancellation prior to reservation: FULL REFUND GIVEN TO CLIENT.

7-14 days notice for cancellation: 50 % OF TOTAL FEE REFUNDED TO CLIENT.

6 or fewer days notice for cancellation: NO REFUND GIVEN TO CLIENT; FULL RESERVATION FEE WILL BE CHARGED TO CLIENT.

**Early Return to Home or Late Departure from Home:** Reservations are made to plan for sitter availability for Clients reservation dates. Therefore, Clients returning home early or departing later than the reservation will be required to pay for the *full reservation amount of time*, regardless of whether Client returned home early or departed later than the prior reservation scheduled. No amount of money will be refunded to Client for early returns to home or late departures from home by Client after a reservation date has been agreed upon.

**Unplanned fees:** Client will reimburse Northbrook Pet Nannies Inc. for restocking of depleted supplies – it is the owner's responsibility to provide more than adequate amounts of food, litter, treats, medications, flea products and other items needed for complete care of their pets.

**Returned checks:** Client agrees to pay a \$30 fee for each check returned by the client's bank regardless of the reason.

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

**Northbrook Pet Nannies Inc. reserves the right** to deny service or terminate service because of safety concerns, financial issues, or inappropriate or uncomfortable circumstances.

**Visitors:** Please notify Northbrook Pet Nannies Inc. 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

Northbrook Pet Nannies Inc. services have been engaged. The police will be called on all intruders or suspicious acts without exception.

Northbrook Pet Nannies Inc., 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 Northbrook Pet Nannies Inc. is caring for your pets.

**Inclement Weather:** Walks will not be occurring if the temperature is below -15 degrees (inclusive of wind chill) or above 95 degrees (inclusive of heat index) or during weather conditions where high winds, heavy snow, heavy rain or thunder and lightning prevent normal walking conditions. In the event of inclement weather, the dog will be given an outdoor break at the Owner's place of residence and then the duration of the time will be spent socializing indoors.

**Unsecured pets:** Northbrook Pet Nannies Inc. 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 thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The pet sitter 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.

**Solicitation of NPNI Sitters:** Client agrees that the pet sitter provided by NPNI is employed *through* NPNI and is contracted to work only through NPNI and not directly through the individual Client listed above. Client agrees that all reservations for present and future sitting and dog walking *must* be made through NPNI and not the individual sitter. Client is aware that the NPNI sitter may give out his/her personal number to the Client. Client agrees to use this number only during the duration of the reserved time which the sitter/walker is already employed directly through NPNI for Client. Client agrees that this number shall not be used for any solicitation of future pet sitting or dog walking. Client is aware that should this contract be broken, legal fees and misuse-of-staff charges will apply.

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

Client Signature:

Northbrook Pet Nannies Inc.

\_\_\_\_\_  
[Date]

BY: \_\_\_\_\_  
Melissa Morreale, Owner [Date]