

# Policies

## Overview

- ✘ Please remember that you will be attesting to the fact that you have read, agree with, and will comply with the Policies set forth in this document.
- ✘ Payment is due, in full, on the first day of service, unless specific arrangements have been made with Fur Nanny.
- ✘ The initial consultation is no charge. Repeat visits to reacquaint or update services are charged \$17.00
- ✘ ALL waivers/releases must be signed and in the possession of Fur Nanny before service can begin.
- ✘ Please have 2 copies of your key at the initial consultation. We will gladly make copies of your keys for you at a charge of \$5.00 each. Additional trips for key pick-up and return are charged \$10.00 per trip.
- ✘ When you return, please call your sitter to confirm your return. Failure to do so will result in the sitter continuing to return to your home to take care of your animals and home, and you will be charged for this extra visit, whether you are home or not.
- ✘ Please do not use Facebook messaging to confirm appointments. You can email, call, or go to FurNanny.com and click on "Current Clients Click Here" on the Contact Us page. That will take you to the website designed for this purpose.
- ✘ Policies may change any time at the discretion of Fur Nanny Management without notice.
- ✘ Alterations to the Policies set forth may be made by mutual agreement between The Client and Fur Nanny Representatives, but such alterations will not be deemed viable until received in writing by both The Client and Fur Nanny Management.

## Policies in Detail

### General

- ✘ Cats must be seen a minimum of once daily
- ✘ Dogs must be seen a minimum of twice daily if you are absent from the residence for more than 24 hours. This may be an overnight visit only which includes a morning and evening walk.
- ✘ All boarding clients must be in good health and parasite free.
- ✘ All new Boarding Clients must have an in-home visit prior to leaving them in Contractors home. Contractor has the right to refuse anyone service at their discretion.
- ✘ All policies are enforced at the discretion of Fur Nanny and its Contractors.
- ✘ All cats and dogs must be currently vaccinated for rabies and possess a current county-issued rabies tag. Animals which are medically exempt from the rabies vaccination should have a letter on hand from the exempting veterinarian certifying the animal's medical condition and exemption from vaccination.

### Initial Consultation

- ✘ For all new clients, we require a free initial consultation with you no less than one week before our first visit. This consultation lasts approximately one hour.
- ✘ All forms and two sets of keys will be picked up at this time if they have not been previously submitted.
- ✘ Exceptions can be made in the event of an emergency.
- ✘ If an additional trip is required for a practice visit, to reacquaint with a pet, meet a new pet, or any other reason, these trips will be charged at a rate equal to one visit (\$17).
- ✘ Key pick up and drop off will be charged at a rate of \$10 each trip, beyond the initial visit.
- ✘ You will be given website log-in instructions at your initial consultation. Please log in the day after the initial consultation to go over the information entered and to make any adjustments or amendments.

### Keys

- ✘ Please provide two sets of keys. One will be kept as a backup and one will remain with your sitter
- ✘ If you are unable to make a copy of the keys, we can do that for you at a charge of \$5.00 per key.

- Additional trips for key pickup and return will be charged at a rate of \$10.
- You may opt to have your keys returned by mail (at your own risk) or pick them up yourself at no additional charge.

### Caregivers

- You will be assigned a primary sitter and a backup sitter in case your primary sitter is unavailable.

### Reservations, cancellations and changes

- In order for our insurance and bonding coverage to remain in effect, *all reservations must be made by contacting our primary office at (941)315-1156 or e-mail FurNanny@live.com*. Please do not contact your individual sitter directly.
- Please note your reservations are not confirmed until you receive a reply.
- An additional confirmation call or email will be made 24-48 hours before your trip.

### Payment

- Payment is to be made in full on the first day of service. We accept checks, cash or Pay Pal via our website. Failure to make payment on the first day of service will be considered breach of contract, and your services will be reduced to 1 visit daily for food & water only. Fur Nanny will not be held liable for any property damages. Any deviation from this agreement must be made in writing by Fur Nanny.
- Checks should be made payable to Fur Nanny.
- Gratuities may be left in your sitter's name or included in your total. Gratuities are never expected but always welcome. Your caregiver will receive 100% of any gratuity.

### Returned Check Fee

- There will be a charge of \$45 on any returned checks

### Holiday Charges

- Please note there will be an additional charge of \$15 per day on listed holidays:
  - New Year's Eve (December 31)
  - New Year's Day (January 1)
  - Easter Sunday
  - Independence Day (July 4)
  - Thanksgiving Day
  - Christmas Eve (December 24)
  - Christmas Day (December 25)

### Services and Rates

- Prices are subject to change without prior notification.
- Please schedule accordingly. If your pet's care takes longer than the time we have scheduled for you, we will charge for an increased care level. This allows us to avoid charging for multiple pets.
- There may be an additional fee if pet mess cleanup cannot be completed in the scheduled time (this will apply only to the visit during which it occurred)

## Discounts

- 🐾 "The Social Club" We offer discounts on large communities that want group walks on a monthly basis (4 or more separate owners wanting their dogs walked together), such as retirement villages, apartment complexes, etc.
- 🐾 "The Lunch Bunch" We offer discounts to clients who require lunch-time walks every day

## Referral Incentive

- 🐾 To show our appreciation for your continued support, we will extend one free day of pet sitting per booked and serviced referral. We will send you a certificate redeemable on your next service.

## During our visit

- 🐾 We will do our best to accommodate any special requests on arrival times; however, visits will generally be within the following schedule:
  - 🕒 Morning Visits between 5:00 am and 9:00 am
  - 🕒 Midday Visits between 11:00 am and 2:00 pm
  - 🕒 Evening Visits between 3:00 pm and 6:00 pm
  - 🕒 Late Night Visits between 8:00 pm and 11:00 pm
- 🐾 Sitters will use their best judgment regarding inclement weather, thunder storms, extreme heat or cold, sun exposure, etc.
- 🐾 Any time shortened will be made up by either staying longer at another visit or making an additional visit at no additional charge
- 🐾 A sitter may also find that he/she has free time and may stay longer than requested at no additional charge.
- 🐾 We will clean up pet accidents, however if the situation calls for a professional cleaner we reserve the right to turn the situation over to the homeowner when they return.
- 🐾 If you have valuable rugs, carpet, furniture, etc please leave special instructions on how to care for any incidents involving these items.
- 🐾 If additional supplies are needed (determined by sitter), you will be responsible for reimbursement of any charges incurred.

## When you leave

- 🐾 If you want to be notified when your sitter arrives on the first visit, you must leave instructions indicating such request at your home. The sitter who comes to your initial consultation may not be the sitter who performs your services.
- 🐾 *PLEASE NOTE THAT WE DO NOT ANSWER YOUR TELEPHONE UNLESS SPECIFICALLY INSTRUCTED TO DO SO.* If you need to reach your sitter, please call the Fur Nanny telephone at (941) 315-1156.
- 🐾 Please leave a short itinerary with any additional contact information such as hotel name and phone number that we may not have on file.
- 🐾 Please leave supplies out and labeled if there is any chance of confusion.
- 🐾 We have your file, but notes are wonderful, they make our jobs easier and the care of your pet more consistent with their normal routine.

## Locksmiths

- 🐾 A pet sitter who locks themselves out will use the spare key on file or will personally absorb the cost of a locksmith. However, if a pet sitter is unable to obtain entrance into your home due to no fault of their own (i.e.: you change the locks on your home and forget to give us new keys), the pet owner will be responsible for reimbursing the cost of a locksmith.

## Upon Your Return

- ✘ We ask for a confirmation call, text or e-mail upon your return to insure that your pets receive continuity of care. *Please note that not contacting your sitter will result in the sitter continuing to perform service on the previously set schedule, and you will be responsible for payment of these extra service visits.*
- ✘ In addition, we ask that you take a moment fill out a brief survey. The survey can be found by following the link on our home page at [www.FurNanny.com](http://www.FurNanny.com)

## Privacy

- ✘ We will never sell or give away any of your information

## Liability

- ✘ Fur Nanny is not responsible for any damage caused by or to pets in our care as long we acted in a reasonable manner that is not fraudulent or negligent.
- ✘ Pet owners are responsible for any damage caused by pets to the sitter, other pets, the home or general public.
- ✘ Pet owners will pay the cost of medical attention for a pet sitter injured by or as a result of the animal in their care.
- ✘ Fur Nanny cannot be held liable for any loss or damage occurring to pet or home if homeowner requests that doors or windows be left open or unlocked; if keys are hidden outside; if pets are left outside while no one is there; if anyone else has access to the house including but not limited to businesses (such as pool or lawn care), neighbors, friends and/or family.

## Emergency Veterinary Care

- ✘ Instructions will be followed in accordance with the instructions left on your Emergency Care Authorization Form.
- ✘ Homeowner will be responsible for all charges incurred in the course of treatment.
- ✘ In addition, homeowner is responsible for contacting their veterinarian and informing them that Fur Nanny is caring for the pet(s) and is authorized to seek medical attention for them.

## Homeowners Emergency

- ✘ We will contact you first. In the event that you are unreachable, we will contact the people listed on your client information profile to appropriately handle the situation.
- ✘ If you do not leave any emergency contact information for home repairs, we will secure the home to the best of our ability to prevent further damage, and leave the situation for you to handle when you return. If your pets cannot safely remain in your home, we will transport them to your veterinarian or chosen boarding facility, and you will be responsible for payment of these services on your return. Please make sure you give us someone to call in case of a homeowner's emergency!
- ✘ Any charges incurred will be homeowners' responsibility and reimbursement will be due when you return.

## Hurricane and Other Disaster Plan

- ✘ Due to the nature of the weather in Florida, we request that you select from one of 3 options listed below. Please read all three options and select the one that best fits your situation. Hurricane season runs from June to November of each year, but storms can form at other times. In the event that a hurricane watch or warning is issued, sitters will need to secure their own homes and possibly evacuate their own families and pets. But we will first secure clients' homes and pets. We must take care of everything before a storm hits, because we will be unable to be on the road during a hurricane or tropical storm. Because we may not be able to reach clients before, during, or after a storm, we require each client to complete a form to plan ahead. If you have a Disaster Supply Kit prepared (and you should), please make sure your sitter knows its location and contents.

🐾 We offer three choices:

👉 Choice 1. We Transport Pet to Emergency Caretaker (Best Option)

- ➔ We will secure your home to the best of our ability.
- ➔ We will contact your emergency caretaker and make arrangements to drop off pet.
- ➔ We will transport your pet to your emergency caretaker for the duration of the storm.
- ➔ After the storm is over and roads are passable, we will check on your home to see if it's inhabitable.
- ➔ If your home is inhabitable, we will contact your emergency caretaker and arrange for pick up of your pet.
- ➔ We will transport your pet back to your home and will continue scheduled care. (Emergency caretakers may pick up and/or drop off pets if they wish.)
- ➔ If your home is not safe for return, your pets will stay with your designated emergency caretaker (if they are able to keep them) until your return. In some cases, we may be able to board them at our homes, but do not rely on this as an option.
- ➔ Charges will apply for each trip we make, but no charges from Fur Nanny will apply while pets are with the emergency caretaker. Extra charges may apply for any extended visit time necessary at your home prior to and after a storm.

👉 Choice 2. We Transport Pet to Vet or Boarding Facility

- ➔ We will secure your home to the best of our ability.
- ➔ We must have the most recent copy of your pet's vaccination record.
- ➔ We will contact your vet or boarding facility and make arrangements to drop off your pet.
- ➔ We will transport your pet to your boarding facility for the duration of the storm.
- ➔ After the storm is over and roads are passable, we will check on your home to see if it's inhabitable.
- ➔ If your home is inhabitable, we will contact your vet or boarding facility and arrange for pick up of your pet.
- ➔ We will transport your pet back to your home and will continue scheduled care.
- ➔ Charges will apply for each trip we make, but no charges from Fur Nanny will apply while pets are at the facility. Extra charges may apply for any extended visit time necessary at your home prior to and after a storm.
- ➔ If your home is not safe for return, your pets will stay with the vet or boarding facility until your return.
- ➔ ***IMPORTANT:** Please leave your credit card on file at the vet or boarding facility or make other payment arrangements with the facility ahead of time. We are unable to pay for everyone's boarding and wait for reimbursement. Also, please confirm that they will be able to accommodate your pet in case of hurricane AND/OR evacuation (hurricanes category 1 – 5). Additionally, find out what they require (proof of vaccinations, crates, food, etc.), and ensure that this information is given to your petsitter.*

👉 Choice 3. Pet Remains in Your Home

- ➔ We will secure your home to the best of our ability.
- ➔ We will secure your pet in a room or crate for the duration of the storm.
- ➔ After the storm is over and roads are passable, we will continue scheduled care.
- ➔ No charge for missed visits due to a weather event. Extra charges may apply for any extended visit time necessary at your home prior to and after a storm.
- ➔ No visits will be made during a storm. Please note that if a mandatory evacuation order is issued or if roads are closed or impassable, the pet sitter may not be able to return for an extended period of time.
- ➔ ***IMPORTANT:** Please note that should any pets end up being taken in by or evacuated with a sitter (instead of one of the three choices), the pet owners will be responsible for*

*ALL costs involved, including but not limited to vehicle rentals (if necessary to accommodate animals), supplies, lodging, meals, gas, and time.*

### Securing your home before you leave during hurricane season:

- 🐾 If you are out of town, your pets are in our care, and a hurricane is approaching, sitters will only be able to do minor work, such as taking in small plants and items, and making sure windows and doors are locked. Please have friends, family, a handyman, or neighbors ready to go to your house on their own time to move large/heavy items and to board up doors and windows (if necessary). Fur Nanny is not responsible for any damage done to your home by a hurricane or other natural or man-made disaster.
- 🐾 Crates. Each pet should have a crate/carrier large enough to stand and turn around in. Cat carriers should have enough room for a small litter box. Put bedding in the crate if your pet won't ingest it. If possible, use masking or duct tape and an indelible marker to label the outside of each crate with pet's name, type (dog/cat), your name, your address, your phone number, vet's name and number, and any major medical problem, allergies, or personality issues (such as "Aggressive to men" or "Not kid friendly").
- 🐾 Disaster Supply Kit. The ASPCA, Red Cross, and Humane Society of the U.S. recommend that a disaster supply kit be prepared for your pets. It should be ready to go in an easy-to-carry duffel or watertight container.
  - 👉 Here are some suggested items:
    - ➔ Collar or harness with rabies and ID tags attached. Ideally, all dogs already will be wearing collars with ID tags
    - ➔ Leashes for dogs
    - ➔ Food and treats (plus manual can opener if necessary for canned food) to last 2 weeks. Remember there might be no refrigeration/electricity.
    - ➔ Water to last 2 weeks
    - ➔ Lightweight bowls
    - ➔ Disposable cat litter box, scoop, and litter
    - ➔ Paper towels, spray cleaner, trash bags, and baby wipes
    - ➔ Pet first aid kit
    - ➔ Place in a sealed zipper sandwich baggy inside the kit:
      - 👉 Photo of EACH PET labeled on back with pet's name & your contact info.
      - 👉 Copy of most recent vaccination record for EACH PET
      - 👉 Detailed instructions for EACH PET, including food, medications, and behavior problems – or, simply print & complete our Pet Information forms!
      - 👉 Microchip ID # and company contact information
      - 👉 Medication
      - 👉 Pet sitter's information as a backup contact.