

Policies

General

- Cats must be seen a minimum of once daily
- Dogs must be seen a minimum of twice daily if you are out of town. 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 Contractor's 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.

Initial Consultation

- For all New Pet Sit Clients, we require an initial consultation with you no less than one week before your first sit. This is provided at no charge, and 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 unscheduled emergency
- If an additional trip is required for a practice visit, reacquaint with a pet, meet a new pet, etc, 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.

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
- 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.

Returning clients

The information we have on file will be e-mailed to you. Please go over it and make any adjustment or amendments and return it to us via e-mail.

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 as opposed to contacting your individual sitter.

Please note your reservations are not confirmed until you receive a reply.

- An additional confirmation call 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.
- Checks should be made payable to Fur Nanny
- Gratuity may be left in your sitters name or included in your total. Tips 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 all major holidays (New Year's Eve, New Years Day, Easter, July 4th, Thanksgiving, Christmas Eve and Christmas Day)

Services and Rates

- Prices are subject to change without prior notification
- Please schedule accordingly, if your pet care takes longer than the time you have scheduled for we will have to charge you for the next "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 at which it occurred)

Discounts

New clients will receive \$10 off their entire bill for their first service

We do offer some discounts on large communities that want group walks on a monthly basis (4 or more separate families wanting their dogs walked together)

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 in general visits will be within the following schedule.

Morning Visits 5:00 am and 9:00 am

Midday Visits 11:00 am and 2:00 pm

Evening Visits 3:00 pm and 6:00 pm

Night Visits 8:00 pm and 11:00 pm

Sitters will use their best judgment regarding bad weather, thunder storms, hot, sunny days 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 expensive 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

- 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 incur the cost of a locksmith personally. However, if a pet sitter is unable to obtain entrance into your home due to no fault of their own, the pet owner will be responsible for reimbursing the cost of a locksmith.

Upon Your Return

- We ask for a conformation call or e-mail upon your return to assure your pets receive continuity of care.
- In addition we ask that you take a moment fill out a brief survey. The link can be found on our home page at www.FurNanny.com

Privacy

We will never sell or give away any of your information

Liability

Fur Nanny is not responsible for any damage cause by or to pets in or 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 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 other businesses or homeowners friends and 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 has contacted their veterinarian and informed them that Fur Nanny is caring the pet(s) in their home and is authorized to seek medical attention for them.

Homeowners Emergency

We will contact you first. In the event that you are unreachable we contact the people listed on your client information profile to handle the appropriate situation. 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. 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.)

Charges will apply for each trip we make, but no charges 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 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 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. 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.).

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. 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 home 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). Beg Pet Services is not responsible for any damage done to your home by a hurricane or other natural or man-made disaster.

Securing your pets before you leave home during hurricane season:

A. 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.

B. 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 duffle 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. Also include microchip ID # and company contact information.
- Medication

