

**★Time to Pet Portal**

After the Meet and Greet, you will receive a personalized email with instructions to set up your client portal. Please complete this as soon as possible, as this is now our only means of communication.
\**All schedule requests or changes and any pet or personal updates should be done through Time to Pet.\**

**★Scheduling / Visits**
Regular visits are based around a two-hour time window, unless your pet requires medication that needs to be given at specific times (i.e. insulin, anti-seizure meds, etc). Regular visits are approximately 25-30 minutes long and include pet and home care as discussed during the (free) initial Meet & Greet. Overnight visits begin around 10:30 PM and end around 7:00 AM. Scheduling is on a first-come-first-serve basis and we recommend booking as far in advance as possible.

**★Pricing**\* Regular visits range between $15 - 25 each, depending on the location of your home and your pets’ needs, and covers up to four (4) pets. We charge $2 for each additional pet, per visit.
\* Overnight visits are $70 for up to 4 pets, the same $2 fee for each additional pet applies.

\* Visits habitually booked with less than 24-hours’ notice are subject to a $10 convenience fee.

**★Late Departures / Early Returns**

If your plans change, we ask that you please keep us as updated as possible so that we can adjust our schedules to accommodate other clients. If we arrive for a visit and you are home, you will still be charged for that visit. If we are given less than 24-hours’ notice, a $25 fee may apply.

**★Cancellations**

We understand that stuff happens, again we just ask that you communicate with us as much as possible so that we can accommodate other clients, especially for overnight visits.
\* No cancellation fee if we are given more than 24-hours’ notice.
\* Less than 24-hours’ notice = $25 cancellation fee

\* During major holidays (New Years, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas), we require a $50 non-refundable deposit at the time of scheduling.

**★Emergency Vet Trip**

*Please leave a credit card in case of emergencies!* (\*We cannot be expected to pay for Veterinary services\*)
If your pet becomes injured or ill while you are away and it warrants a trip to the Vet / ER, we charge an hourly rate of $30 to transport and stay with them until they are either treated or admitted. In all situations, we will make every attempt to contact you first, followed by your emergency contact, for authorization and payment.

**★Emergency Contact**

Emergency contacts are required in case of inclement weather, and/or if we are unable to reach you if your pet becomes injured or ill. These contacts should live nearby, have a spare key or know its location, and know your wishes when it comes to veterinary visits.

**★Inclement Weather**

In case of severe storms, we will use our best judgement. Every effort will be made to drive to your home, however the schedule may be altered. You will be notified if any changes need to be made. When the weather is under 32 degrees or over 95, or if there is thunder / lightning, walks will just be long enough to do their business. Your dog’s health and safety are always our number one concern.

**★Access to your Home by Others**

Bows and Bones cannot be held liable for any damages to property or pets if anyone other than our team has access to your home while you’re away. We reserve the right to discontinue visits if we see that someone has entered your home between our scheduled visits, as this puts our team (and your pets) at risk. *We do not share visits* with friends / neighbors / family / parents / kids home from college / other pet sitters / etc.

**★Medications and Vaccinations**

We require all pets to have the age-appropriate vaccines required by their veterinarian before service begins. We cannot care for any pet that has any form of a contagious illness, as it puts other clients’ and our own pets at risk. However, we are trained in giving medications to dogs and cats. We will administer medications as directed, but we cannot be held responsible for complications that arise as a result.

\*In the event we are bitten by or exposed to any disease from a client’s pet, *and the pet has not been properly vaccinated*, the client will be responsible for the cost of any necessary medical attention required.

**★Payment**

We currently accept credit cards through our app, Time to Pet, as well as cash and checks.

1. Cash / Checks: Payment is expected to be left at your home for us to pick up during our **first**visit.
2. Credit Cards: Payment due date is the last day of services, or you can always pay early…

**\*If you store your credit card information on the app and you are three days late paying your invoice, we will charge your card for you.**

\*For clients who use our services on a consistent basis, weekly or biweekly payments are accepted.

\*A fee of $30 will be charged for bounced checks.

**★Keys**

Specifics for your home will be discussed during the Meet & Greet, but here are some options:

1. Let Us Keep the Key: If you would like us to retain your key, please provide us with two copies, one for each of your sitters. After your visits are completed, both keys will be stored in locked box.
2. Door or Garage Code: We love these, but require a hide-a-key as a backup plan.
3. Lock Box Rental: If you do not want us to retain your keys (or leave a hide-a-key), you have the option to rent a lock box from us. The fee for this is $20 for the set up / take down, plus $5 a day.

\*A $10 fee will be charged for any key pick-ups or drop-offs.

**★Clean Up**

We will properly dispose of pet waste, inside and outside of your home, as directed. Please provide plastic bags, paper towels, cleaning products, and any necessary instructions. Our goal is to always leave your home tidy for your arrival.

**★Collars, Leashes, and Tags**

All dogs are required to be on a leash during walks. We prefer Martingale collars that tighten if a dog tries to pull out. Harnesses and Gentle Leaders are also safer alternatives to a traditional collar.
We request that all pets wear a name tag.

**★Privacy Policy**

Please inform any neighbors who may be concerned that we will be caring for your pets and your home. We will never tell a neighbor where you are or when you are expected to return, unless they are one of your emergency contacts. If anyone other than our team enters your home while you’re away, our liability is void and further visits are subject to termination.

**★Social Media Policy**

Bows and Bones has active social media pages that contain pictures of our pets as well as our clients’. We will not post pictures of your pets while you are out of town, but a random picture may appear on our page from time to time. If you wish to not have your pets’ pictures posted, please notify us.

**★Unacceptable Pets**

We do not have any breed restrictions, however we have the right to refuse any animal who appears to be aggressive, or could cause harm to us or others. We do not have to provide reasoning if we refuse to work with you or your pet.

**★Abandon Policy**

If you abandon your pet in our care, we reserve the right to report your actions to the proper authority and give your pet up for adoption. All expenses will still be 100% your responsibility.

**Please let us know if you have any questions *before* services begin. Thank you!**

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_