

Bows and Bones Policies

Updated January 31, 2021

★Time to Pet Portal

After the free initial Meet and Greet, you will receive a personalized email with instructions to set up your client portal.
Account activation and a deposit must be done within 48 hours to confirm your reservation!

All scheduling requests / changes must be done through Time to Pet.

★Scheduling / Visits

- * Regular visits are based around a two-hour timeframe and are 30 minutes long.
- * Double visits are based around a 3-hour timeframe and are 60 minutes long.
- * Overnight visits begin at 10:30 PM and end at 7:00 AM.
- * We require a minimum of once a day visits for cats and a minimum of three visits a day for dogs (if you're on vacation or gone for a full 24-hour period.)
- * Scheduling is on a first-come-first-serve basis and we recommend booking as far in advance as possible.
- * All scheduling requests / changes must be done through Time to Pet; **not** by text, email, or phone calls.
- * Requests may take up to 24 hours to approve.

★Pricing, Deposits, & Fees

- * Regular visits range between \$20 – 30 for up to four (4) pets. (\$2 for each additional pet, per visit.)
- * Overnight visits are \$90 for up to 4 pets and the same \$2 fee for each additional pet applies.
- * Pet Taxi / Chauffeur Service is \$30 an hour with a \$30 minimum.
- * Last Minute Visit Request or Cancellation (less than 12-hours' notice): \$10 fee.
- * Return Meet & Greets: \$20 (If there are changes to your pet's routine, we encourage you to write out new instructions for us or send a video. If you need us to return to your home, this fee will apply).
- * Key Pick-up / Drop-off: \$10 each time, or we are happy to retain your key.
- * All vacation visits will require a 20% non-refundable deposit at the time of booking.

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

★Payment

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

Please remember that your vacation visits are not considered confirmed until the 20% deposit has been paid.

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.
**If you store your credit card information on Time to Pet and you are three days late paying your invoice, we reserve the right to charge your card for you.*

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

★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 / do not need us, you will still be charged for that visit. If we are given less than 12-hours' notice of changes, a \$10 fee will be applied to your invoice.

★Cancellations

We understand that stuff happens, we just ask that you communicate with us as much as possible so that we can accommodate other clients. Less than 12-hours' notice: \$10 cancellation fee.

★Access to your Home by Others

We request that you please reschedule your cleaning services or any other contracted person who may be entering your home while you're away. If you cannot reschedule these services, please let us know who will be at your home and when they are expected to be there, and *please* remember to tell them about us! If we are needed to let these people in or lock up after them, a discretionary charge for concierge services will be applied to your invoice. 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 / kids home from college / other pet sitters / etc. No exceptions.

★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. In the event that we are unable to reach you and your emergency contact, we will use our best judgement in taking your pet to your preferred Veterinarian or the nearest Emergency Hospital.

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★Emergency Contact

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

★Collars, Leashes, and Tags

All dogs are required to wear a collar and 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 collar and a name tag. We also request all pets have microchips.

★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, dog walks will just be long enough to do their business (extra play time inside will be added instead). Your pet's health and safety are always our number one concern.

★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.

★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 at least one copy during the Meet & Greet. Each of your sitters will have their own copy of your key and after your visits are completed, keys will be stored in locked box (or we can return them for a \$10 fee).
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, you have the option to rent a lock box from us. The fee for this is \$10 for the set up & take down.

*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. Please provide a pooper scooper if your dogs have access to a large yard!

★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. Again, 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 never 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 before services begin.

★Unacceptable Pets

We do not have any breed restrictions, however we reserve 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 ultimately give your pet up for adoption. All expenses will still be 100% your responsibility.

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COVID-19 SAFETY PROTOCOLS

★**Bows and Bones / our sitters would not do visits if we were sick**, displaying symptoms, or if we were exposed to someone with COVID-19. If all our sitters are exposed, we will inform everyone immediately and temporarily stop doing any visits. That said, please inform us if you or anyone in your home has displayed any symptoms or been in contact with anyone with COVID-19.

★**Hand washing / sanitizing** has always been important part of our jobs, but now even more so. We are requiring our sitters to wash their hands or use hand sanitizer with at least 60% alcohol before and after every visit.

★**Avoiding touching anything unnecessary and cleaning everything we do touch.** We ask that you please leave your preferred cleaning products out on a counter for us (and away from your pets' reach). The most common things we touch are doorknobs, light switches, pet food containers and bowls, treat jars, litter scoops, sinks, remotes, etc.

★**Using our own leashes** and sanitizing them after each visit / washing them often. This is another way we can avoid touching things in your home. If your dog wears a harness for walks, we will sanitize it afterwards and we recommend you wash it at least weekly.

★**Shoes:** The CDC has indicated that the COVID-19 virus can travel on the soles of our shoes, so we will be sanitizing our shoes before and after every visit. If you would like us not to wear our shoes inside, we are happy to comply – just let us know!

★**Gloves:** We are currently not requiring our sitters to wear gloves, as the CDC is only recommending wearing gloves when cleaning after or caring for someone who is sick. If you would like us to wear gloves in your home, let us know – we just ask that you please provide them for us.

★**Masks:** We are currently not requiring our sitters to wear masks inside your home, as we have noticed that many pets have a negative reaction to them. However, we always carry a mask with us and are slowly getting pets used to seeing us with them on. Once pets are comfortable, we're happy to wear them all the time. If you would like to request that we wear our masks 100% of the time during our visits, we are happy to do so, just let us know. We ask that you try some desensitization with your pets before our visits begin.

WHAT WE NEED FROM YOU:

★**PLEASE MAKE SURE YOUR EMERGENCY CONTACT, VETERINARY RELEASE, AND EMERGENCY GUARDIANSHIP INFORMATION IS UPDATED!**

★Please inform us before visits begin if you or anyone in your home has displayed any symptoms or been in contact with anyone with COVID-19. We should still be able to arrange visits so that homes with potential exposure are visited last.

★Please leave your preferred cleaning supplies out on a counter for us to use (and out of your pets' reach).

★COVID-19 Liability Release:

I hereby release and agree to hold Bows and Bones and its staff harmless from, and waive on behalf of myself, my family, children, or heirs, and any personal representatives any and all causes of action, claims, demands, costs, expenses, and compensation for anything related to COVID-19, in connection with any services received from Bows and Bones. I understand that there is a risk associated with allowing a company into my home during a pandemic and this release discharges Bows and Bones to the fullest extent of the law from any liability that I, my family, children, or heirs, or any personal representatives may have against Bows and Bones with respect to any illness, medical treatment, or death that may arise from, or in connection to, any services received from Bows and Bones and its staff.

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