

Brett's Pets Pet Sitting Service

12820 Beech Wood Ct. Raleigh, NC 27614

(919) 621-1704

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POLICIES AND PROCEDURES

Thank you for choosing Brett's Pets Pet Sitting Service! Our mission is to provide quality in-home care for any and all types of animal companions. You can relax knowing your pets are in good hands. The following is a list of policies and procedures employed by Brett's Pets Sitting service. If you have any questions, feel free to contact us at the phone number and email listed above.

1. Brett's Pets provides clients with regular updates on their pets, however you may call sitters anytime between 7 a.m. and 9 p.m. EST daily to check on your pet. Any emergencies or urgent needs may be addressed by calling Brett Williams at (919) 621-1704. Calls will be returned as soon as possible.
2. **Please remember to call upon your return from your trip.** Otherwise, sitters may continue visiting to assure the safety and well-being of your pet. Additional trips will be added to your bill. Please call at ANY hour and leave a voice message that you have returned.
3. **Always** confirm your reservation with us in person or via phone. I can not accept a message left as a reservation. This ensures that we won't miss your message and your pet won't be left alone. If you need to extend your trip, we will only accept extensions by direct confirmation only.
4. Morning visits for dogs are sometime between the hours of 6AM & 10AM. Evening visits for dogs will be between 5PM & 9PM. Visits for dogs will be made approximately 12 hours apart unless otherwise agreed upon. Cats will be visited approximately the same time each day depending on the schedule. If there is a need to schedule a specific time for your pet please discuss this with the sitter.
5. Brett's Pets will allow for you to have friends and/or family to come in to visit your pet(s) but is not responsible for any damages incurred to your home or pet by said visitor. **PLEASE** notify the sitter if there will be **anyone** else having access to your home.
6. Compensation is required if the pet sitter needs to pick up supplies for your pet. Please remember to leave adequate (or more!) food, litter, leash etc. for your pets needs.
7. We ask that you allow two weeks' notice for booking our service. Feel free to inquire about last minute services but availability is on a first come first serve basis.
8. **KEY PICK-UP AND RETURN POLICY-** Brett's Pets will retain a key at

the time of contract signing. Your key will be returned within 10 days of the end of contract period for the first Pet Sitting Contract at your request. The client may allow Brett's Pets to retain a key on file for future Pet Sitting needs.

9. UNSECURED PETS- Brett's Pets will not be held liable for free-roaming outdoor pets (ie cats) in the event of illness, injury, loss or death. It is strongly advised that all pets wear an ID tag with a contact number and that they remain inside the home or confined for their own safety and welfare in your absence. (Initials of client) _____
10. SECURED AREAS- 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 keep pet inside of or away from any areas pet may be having access to. The pet sitter does not assume and has no liability for any injuries the pet may sustain while in its own home/property.

Client Signature_____ **Date**_____