



**312-402-5454**

## **HOME CARE POLICIES AND PROCEDURES**

### **Interview and consultation**

Prior to booking service from **South Loop Pet Care** our representative will arrange a convenient time to meet with owner and pet(s). This allows everyone to become acquainted and for us to meet your pet(s) and answer any questions or allay any concerns you may have. At that time we will go over the Policies and Procedures, contracts, instructions, complete forms, and acquire keys. For dogs, it is highly recommended that you allow the representative a brief opportunity to walk your dog outside of your residence at that time.

### **Reservations**

Reservations must **always** be confirmed in person during the initial consultation or on the telephone. We cannot accept an answering machine message as a reservation. This way your pet(s) will not be left alone. Generally, we ask that you give us a minimum of two weeks notice for services required. You may call during business hours and inquire about openings, but availability is on a first come, first served basis. The more notice we have, the better chance you have of booking your dates. Should your return date be extended, we pledge that every effort will be made to continue services provided that you have contacted us. An extra fee will be charged for any emergency sits or walks. Again, this is why we encourage clients to leave keys with us rather than leaving them locked in the house after the last visit. In addition, **reservations may only be made by calling the South Loop Pet Care business phone between 9 am and 5 pm, Monday-Friday**. Individual walkers or sitters, other than the company owner, may NOT take your reservation during an already scheduled walk or visit.

### **Dog walking**

Daily dog walks are performed typically between the hours of 10:00 am and 4:00 pm. Every effort will be made to arrive at your residence at the time agreed to at booking. Because our service area is wide and we do not walk dogs in "packs", we only will walk two dogs at a time from the same household we allow a 90-minute window in case there is an emergency or delay. Payment for daily dog walking services is expected weekly on the first day of weekly contract. **South Loop Pet Care** reserves the right to refuse service for non-payment. Services will continue as soon as payment is made. In order for a client to receive a discounted package, such as 25 or a 50 Pack, all fees must be paid in advance of full amount.

### **Vacation/travel care**

Vacation/travel care for your pet(s) is commonly referred to as pet sitting. All services agreed to in the contract and profiles will be provided. When we enter your home, we will first look for signs of damage or intrusion. You may call **South Loop Pet Care** between the hours of 9:00 am and 7:00 pm (CST) daily to check on your pet(s). Emergencies should be addressed without regard to specific time. We will respond to your call as soon as we are able. **Call us when you return home from your trip** so that we can assure the safety and well-being of your pet(s).

Dogs-dog sitting is done three or four times daily between 7 and 9 am, 10 and 2, 4 and 6 pm, and 8 and 9 pm.

Cats and small animals-other pets require only one visit per day, between 9 am and 3 pm

Puppies-typically we do not offer pet sitting services for puppies under 6 months old due to the amount of care needed

**First time clients will be required to pay all fees at the initial consultation in order to secure dates.** For all others, a 50% deposit will be required to secure dates of service and must be received by **South Loop Pet Care** within 5 business days of your trip. Exceptions can be made for emergency or last minute business travel. The balance is due within 5 business days of the last scheduled day of the visit. *EXCEPT for holiday periods, cancellations may be made up to 3 days in advance of scheduled first visit. After that period, a cancellation fee will be charged of 25% of the total of reservations.*

## **Collars, leashes, and tags**

**South Loop Pet Care** representatives will be more than happy to use your leash when they walk your dog. If you forget to leave one out for us, we will have one available. We will also offer a collar or tag to place on your dog while walking her if you are out of town if you choose. The tag states that your pet is being cared for by **South Loop Pet Care** and includes our phone number. We feel this is a very important part of our service should your dog(s) get loose while you are unavailable. We would also encourage owners of outdoor cats to include our tag on the cats' collars.

## **Return check charge**

Client agrees to pay a \$25 fee for each check returned by the client's bank regardless of the reason.

## **Holidays**

There will be a \$15.00 fee in addition to regular per visit or travel care fee charged for services on the following holidays: New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. **All deposits for these holidays are NON-REFUNDABLE including any visits that are part of the same job.**

## **Keys**

**South Loop Pet Care** will retain two keys at the time of contract signing. Your key will then be returned to you within ten days of the end of the contract period for first time clients, unless you intend to use our services on a continual basis. It is suggested that pet sitting and vacation care clients enroll in our Quick-Key program for their future needs. Quick-Key enrollment fees are a one-time \$5 fee to handle processing. **South Loop Pet Care** agrees to keep your keys locked in a safe place and in an area separate from your Client Profile. We will not agree to pickup or leave your keys in a "secret" place on your property or with a neighbor. If a client wants their keys returned, a fee of \$10 will thereafter be assessed for key pickup and drop-off on future bookings. **Client initial** \_\_\_\_\_

## **Access to home**

We understand that you may have relatives, neighbors, cleaning or repair services that could have access to your home while you are away or at work. **South Loop Pet Care** is not responsible for any damages incurred to your home or pet by said persons or businesses. Please notify us if there will be anyone else having access to your home. We also reserve the right to decline services if you have made arrangements for someone else to care for your pet(s) while we are doing the same.

## **Unsecured pets**

**South Loop Pet Care** will not be held liable for free-roaming outdoor pets or pets left in backyards in the event of illness, injury, loss or death. It is highly advisable that all pets wear appropriate ID and that they remain inside your home or confined for their own safety and well-being in your absence.

**Client initial** \_\_\_\_\_

## **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, screens and other devices meant to keep your pet inside and away from areas you deem off-limits. 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

\_\_\_\_\_  
**South Loop Pet Care** representative

\_\_\_\_\_  
Date