

## THE FURRY GODMOTHER, DE - POLICIES AND PROCEDURES CONTRACT

The Furry Godmother and its associates shall be authorized to perform general pet care, as outlined below. The terms of this agreement shall apply to all pets owned by the client.

**Visit Times:** The Furry Godmother respectfully asks that you provide us with an hour time frame that you prefer your visit to take place. Your visits will occur within a 15 minute time frame on either side of that hour. We cannot guarantee exact visit times.

**Sitter Availability:** Please note that our sitters have a demanding and time constraining schedule. We do our very best to make sure your assigned sitter is available to you. At times, due to the flow of business and vacations, we may need to provide a back up sitter. The sitter will be fully updated on the care information provided at the consult and will be asked to speak and or meet with you directly, prior to the visit.

**Communication and Reservations:** The Furry Godmother office hours are as follows: Monday through Friday 8:30am to 6:30pm and Saturdays 10am to 3pm. The office is closed on Sundays and most major holidays. We provide service between the hours of 8am till 9pm, seven days a week. Should your needs require an earlier or later visit, a \$5 fee will be added. We ask that you communicate with us via phone or email so we can make notes and provide documentation for your file. Please refrain from texting unless it is an emergency situation or same day change/cancellation.

All reservations must be made through the company via our website, email or phone. Text reservation requests will NOT be accepted. If you choose to make a reservation directly with your sitter, you must also confirm with the company via phone or email so we can confirm your request in our scheduling system. Otherwise, there will be no guarantee a visit will take place.

**Notice of service:** The Furry Godmother greatly appreciates as much notice as possible for any requested service. However, we understand last minute needs arise and do our best to work with you. Should a service be requested less than 24 hour notice; a \$5 fee will be added.

**Services and Rates:** All services, as well as the current rate can be found via our website at [www.furry-godmother.biz](http://www.furry-godmother.biz). Rates and services are subject to change without notice. However, once an invoice is composed and a deposit paid, the rate stays locked in place.

**Holiday Scheduling:** The Furry Godmother charges an additional \$5 per visit on the following holidays: New Years Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day and New Years Eve. In addition, many of the holidays will have a posted block out date for requesting services. This is usually 7-10 days prior to the holiday. Holidays are a busy time for us and we do this to ensure we are able to provide as much service as we can in a professional manner.

**Keys:** Please provide TWO working keys at your initial consultation. One key will be for your assigned sitter and the second key will be held in the office. Should you wish to have us access your home via a key pad or garage door opener, we ask that you please provide one key should

a power outage arise. The additional key(s) ensures that your pet receives uninterrupted care in the event your primary sitter has an emergency or is locked out of your home. Please note that should we ever require a Locksmith to access your home (due to lock or key failure, power outage with a key pad and no key on file) the client shall be responsible for all charges and additional time the sitter is required to wait.

Should the client choose not to keep a key on file or with the assigned sitter, there will be a \$5 fee for every pick up and drop off of said key. This amount will be added to your service invoice.

**Complaints:** Any dissatisfaction with service must be addressed to The Furry Godmother owner within 48 hours of your last scheduled visit. Concerns will be promptly addressed between sitter, client and owner until we reach a mutual outcome.

**Vaccinations:** All animals in the care of The Furry Godmother must be properly vaccinated. A copy of their up to date information is required for their file and should be submitted at the initial consultation. Animals must also be properly licensed by their state.

**Animal Behavior and Safety:** An animal's behavior can be unpredictable. For this reason, ALL animals will be properly restrained while on walks and kept away from other animals. In addition, it is the sole responsibility of the client to make sure their home is "pet proof". Fences are not 100 percent fool proof and we shall not be held liable for any animal that escapes (unless due to direct sitter negligence). Furthermore, if a Furry Godmother representative is harmed or injured by a client's animal, the client/owner will accept full responsibility for the cost of any medical attention needed or loss of work, directly related to said incident.

**House cleanliness and damages:** The Furry Godmother will clean up after your pets to the best of our ability. Accidents above and beyond normal and or anticipated will be assessed any additional cleaning fee. The Furry Godmother will not be held accountable for damage to your home beyond the control of the pet sitter. This includes, but not limited to items such as your animal destroying property (unless caused by direct negligence of the sitter), leaks, electrical or acts of nature. Should any of the above occur, The Furry Godmother will make every attempt to contact the client or emergency contact.

**Unforeseen Purchases:** We strongly recommend that all supplies needed for your animal's care be fully stocked for the length of your absence. If deemed necessary, The Furry Godmother will replenish goods and retain a receipt for reimbursement. A \$10 trip fee will also be added to your bill.

**Inclement Weather:** In the event of inclement weather, The Furry Godmother will do everything possible to safely reach your pet as soon as possible. Your pet's safety and care is of the utmost importance to us and should anything arise that would deter us from a scheduled visit; we will contact you as soon as possible. If traveling during the winter and The Furry Godmother is providing pet sitting, please leave us access to a shovel so we may clear a path to your home. In addition, for regular service, please ensure all walkways are shoveled and there is a clear and safe passageway into your home.

We do walk dogs in the rain, so please leave a towel should rain be anticipated during our visit. We do not walk during lightning. The Furry Godmother also reserves the right to alter the length

of a walk during temperatures greater than 93 degrees or lower than 20 degrees. This is for the general safety and well being of your animal.

**Pet Waste:** The Furry Godmother will properly dispose of any pet related waste. We do ask that you provide us with poop bags or pooper scoopers and make us aware of how and where you would like the waste disposed.

**Payment and late fees:** Due date for payment is listed in the upper left hand portion of the invoice. The Furry Godmother accepts cash, checks, PayPal and Zelle. We ask that you please do not leave checks directly with your sitter. Any payment that is three days late will incur a \$10 late fee. This late fee will continue to occur for every three days. Once a payment is more than 10 days late (or at a late fee of \$30); The Furry Godmother may refuse the right of future services. There is a \$40 fee for any returned checks.

**Cancel and change fees:**

*Vacation clients cancelation/change fees -*

10 days prior to start of first scheduled visit - 10% of the invoice total is due  
7 days prior to start of first scheduled visit - 25% or deposit amount forfeited  
5 days prior to start of first scheduled visit - 50 % of invoice total is due  
2 days prior to start of first scheduled visit - 75 % of invoice total is due  
Less than 24 hours notice - 100% of invoice total is due

*Regular clients cancelation/change fees-*

A regular client is a client with whom The Furry Godmother has an ongoing relationship on a regular basis (weekly or monthly). Regular clients will be emailed their invoices within five days prior to the start of the month. It is imperative for the client to review the invoice and contact the office immediately, should there be any discrepancies. If the office does not hear otherwise within 48 hours, we reserve the right to assume the invoice is correct.

Regular clients may cancel up to 9pm(for mid day visits) prior to the day of scheduled service with no penalty. Clients may cancel up to 8am(for dinner or pm visits) the day of scheduled service with no penalty. For cancellations 9pm-8am(mid day visits) OR 8am-noon (dinner and pm visits) a \$5 cancel fee will be added. Any canceled, scheduled visit for mid day after 8am or any dinner/pm visit after noon; full payment will be expected. Should you need to cancel, please send an email as soon as possible. If it is last minute, please send an email and text to the office and sitter.

Regular clients must give a minimum of ten business days notice should they want to cancel service. If notice is not given, a \$50 penalty will be added to the final invoice.

For ALL clients - there are no refunds for any early termination. Changes and additions to the agreed upon schedule are subject to a \$5 fee, once the invoice is confirmed.

**Furry Godmother Services:** The Furry Godmother offers an array of pet care services including, but not limited to: dog walking, pet sitting, cat and small animal care, dog boarding, transportation, errand running, house checks, weddings and more!

I, \_\_\_\_\_ have read, understood and agree to the policies as stated above and set forth by The Furry Godmother. I authorize The Furry Godmother and its representatives to enter my home to perform pet care services as outlined in the client profile and invoice, which encompasses this contract. I, \_\_\_\_\_ also understand that this contract is between The Furry Godmother(ie. The Company) and not the company representative (ie. the sitter).

I understand I am solely responsible for any harm caused by my animal to The Furry Godmother and its representatives. I understand that The Furry Godmother may terminate this contract at any time should my animal become aggressive. I acknowledge that I am fully responsible for any medical costs resulting in an injury. The Furry Godmother also reserves the right to refuse service.

I will be fully responsible for any attorney or court fees that are a result of any legal action. In addition, I relinquish any and all claims against The Furry Godmother.

Printed name of client: \_\_\_\_\_

Signature of client: \_\_\_\_\_ Date: \_\_\_\_\_

Furry Godmother representative: \_\_\_\_\_

The Furry Godmother  
Heather Deschambeau, Owner  
2310 Kennwynn RD  
Wilmington, DE 19810  
302-547-2078  
[www.Furry-Godmother.Biz](http://www.Furry-Godmother.Biz)

