



# LEASH4LEASE PROFESSIONAL PET CARE

Service Agreement

Thank you for choosing Leash4Lease, Inc. for your pet care needs. Since 2001, we've been committed to providing honest, dependable care supported by a team of experienced, fun-loving sitters who receive ongoing training in pet care and animal behavior. We can't wait to meet you and your furry family members. You can count on us to care for your pets exactly as you instruct, so you can fully enjoy your time away from home.

*Amy*

Owner, Dog Walker, Pet Sitter



## Service Agreement

### Services Provided:

Leash 4 Lease, Inc. provides in-your-home pet care tailored to the unique needs of your and your pets. Each visit includes, but is not limited to:

- Offering your pets plenty of love, attention and engagement. This may include walks, enrichment play, lap time, feeding and refreshing water according to their normal routine, administering medication, and more.
- Household care such as bringing in mail, packages, and newspapers, adjust blinds, lighting, taking out/bringing in garbage cans, watering plants and gardens, and other simple tasks upon request.

Our team members are experienced in a wide range of pet care needs. Leash4Lease, Inc. is a proud member of Pet Sitters International, and all team members are fully covered under the company's liability insurance and bond.

### Fees

All of our fees cover every service performed during your scheduled visit time. We don't charge extra for additional pets, though we may recommend a longer visit if needed to comfortably complete all tasks and ensure everyone is well cared for. There are no additional fees for administering medications.

Leash4Lease may add extra time to a visit if we're unable to complete all requested tasks within the original timeframe. If that ever appears necessary, we'll discuss it with you beforehand.

### Daily Dog Walking

Available on weekdays, weekends, one-time visits, or on a regular but random basis. Daily Dog Walking can also include enrichment activities, light grooming, and yard time/play.

**Rates:** \$35/half hour, \$55/hour.

### Kitty Play Time

Available weekdays, weekends, one-time visits or on-going regular basis. Kitty Play Time includes enrichment activities, light grooming and tons of love.

**Rates:** \$35/half-hour, \$55/hour.



## Pet Sitting

Vacation care in your home for your pet(s) while you are away. For dogs, we require three visits for a full day. Times for visits are approximately:

**Three visits a day** - 8am, 2pm and 8pm. **Four visits a day** - 8am, noon, 4pm and 8pm.

Visits will be a half hour or an hour and can be a combination of lengths.

**Rates:** \$35/half hour, \$55/hour

**Arrival Times:** We are unable to guarantee our arrival at an exact time, but we will make every effort to arrive within a reasonable window of your requested time. (typically, 30-45 minute window).

## Introductions and Training:

- We meet all new clients and their pets in your home. Your pet sitter and an admin member of our team will come together to meet everyone, go over the routine, ask and answer any questions. We want to ensure that all parties on all sides are comfortable with each other.
- Each introductory meeting takes approximately 30 minutes.
- Fees for introductory meetings:
  - **No fees** for the very first L4L introductory meeting.
  - **Standard visits fees** will apply for meetings with sitters and pet parents in the following scenarios:
    - Your first reservation with Leash4Lease is fewer than five visits
    - Any additional meetings requested to introduce additional L4L team members
    - Any extra training or introductions needed for new pets or new home.

## Holidays:

- **Holiday rates apply (\$15/visit) on:**

|                  |                       |                                    |
|------------------|-----------------------|------------------------------------|
| New Year's Day   | Memorial Day          | 4 <sup>th</sup> of July, Labor Day |
| Thanksgiving Day | Christmas Eve and Day | New Year's Eve.                    |
- There will be no regular dog walking on the following Holidays unless specifically requested and arrangements are made. Holiday rates apply.

|                                       |              |                                    |
|---------------------------------------|--------------|------------------------------------|
| New Year's Day                        | Memorial Day | 4 <sup>th</sup> of July, Labor Day |
| Thanksgiving Day and the Friday after |              | Dec 24-26.                         |

## Office Hours: (roughly)

- **Monday – Thursday – 10am – 6pm,**
- **Friday and Saturday – 10am – 1pm,**
- **Sunday and major holidays – closed**
  - We will be monitoring messages and requests as they come in.
  - All confirmations of requested care will happen during normal office hours.
- **Limited office hours** Thanksgiving weekend and the final two weeks of each year.



- For clients under our current care or for urgent or emergency requests, please message your pet sitter and the office for assistance via the Time to Pet Portal.

## WE ASK OF OUR PET PARENTS:

- **Key/home access:** To keep keys safe and secure and to ensure all our (assigned) team members have access to your home, we request:
  - Lockboxes are used for storing keys on the property. Please double check that the key works. We are happy to offer suggestions on the types of lockboxes that work best in our area.
  - If preferred, coded garage doors and front doors are also encouraged and recommended.
  - Special arrangements will be made for those who are unable to or prefer not to provide a lockbox or a coded entry option.
    - An additional \$45 will be added to every invoice for key pick up and drop off between the L4L office staff and your pet sitter.
- **Additional and back up keys** – if using a battery-operated door code or garage code, please provide a backup key to be stored in the office safe cabinet to be used in case of power outages or dead batteries. (Please check batteries before leaving for your trip).
- **Instructions:** Please provide full and complete instructions for all duties as expected from the pet sitter at *each* visit.
  - *Pet sitters do not take notes and will only follow instructions as provided by the client.*
  - Instructions may be left in a noticeable location in the home or in the Time to Pet portal.
- **Supplies:** Please provide enough supplies, food, litter, etc. If a pet sitter needs to purchase more while pets are under our care, full reimbursement and travel time spent will be charged.
- **Medications:** Please have enough medications for the length you will be away. Neither Leash4Lease, Inc., nor the pet sitters will be responsible for ordering or purchasing refills of prescription medications.
- **Security Cameras:** We request to be notified and shown where all security cameras are in the home and property.
- **Criminal Activity:** We request to be notified of any recent criminal activity in the neighborhood and be given notice regarding sexual offenders living nearby.



- **Firearms and ammunition** – We request that all firearms and ammunition be locked away in a locked and secure location. We do not need to know where this is in the home.
- **When you get home:** Please send a message via Time to Pet when you return home. The client will be charged a visit fee if the pet sitter is not contacted and continues to visit with animals.
- **Job Sharing:** We prefer not to “job share” with a neighbor, friend, relative, etc.
  - If it is the case this is a request of the client, a list of all people caring for pets and home must be provided to Leash4Lease.
  - In addition, a visit log *must* be kept between L4L pet sitter and other person to include such details as feeding, visit times, medications given, etc.
- **Payments:** Leash4Lease, Inc will send an invoice via Time to Pet once the service has been provided or at the end of each month for regular/daily clients.
  - Payment is due upon completion of service.
  - We accept payment in mailed check or online via invoice link.
  - We offer automatic charging with a credit or debit card on file. Please let us know if you’re interested in this option.
- **Tips:** Tips are always appreciated and never expected.
  - If you'd like to leave a tip for your pet sitter, you can do so when paying online or include it in your check.
  - 100% of tips go to your pet sitter(s), Leash4Lease Company does not keep any portion of tips.

## CANCELLATIONS:

We understand that plans change and that situations sometimes require cancelling or adjusting services and dates. We strive to remain flexible, and in many cases no cancellation fees will apply.

Please note the following considerations:

- **Same Day Cancellation:** a full visit fee(s) will be charged for any cancellations made on the day of service.
- **Excessive Cancellations:** If L4L determines that cancellations are occurring at an unusually high rate, cancellation fees may be applied for certain situations or clients.



## EMERGENCY CONDITIONS:

- **Emergency Contacts:** Please provide and maintain up-to-date information for your emergency contact(s). This person should not be traveling with you. They do not need to be local, but they need to be reachable while you are away.
  - Your designated contact should be someone who can speak on your behalf and make decisions if emergency care is needed for your pet(s).
- **Emergency Vet Care:** Every effort will be made to take the pet to the veterinary clinic listed on the Client Profile in Time to Pet.
  - If an issue arises outside normal business hours and emergency care is needed, your pet will be taken to Animal Emergency & Trauma Center in Poulsbo.
  - Leash4Lease, Inc. will make every reasonable attempt to contact the owner or designated emergency contact for permission or guidance if medical attention is needed.
  - Owner agrees to pay all charges incurred for any veterinary care, as well as any associated L4L staff time.
- **L4L Staff Emergency:** If your pet sitter is in an accident, has an emergency or becomes ill, Leash4Lease, Inc. will appoint another pet sitter on staff to cover your pet sitting needs.
- **Inclement weather:** Our best effort will be made to continue with the pet sitter's normal schedule, without putting the pet sitter in any danger.
  - It is recommended that all pet parents have a neighbor or family member back-up when inclement weather is predicted.
- **Extreme Weather** (cold, heat, heavy rain, ice, smoke, etc.).
  - Every effort will be made to walk and play with pets during extreme weather while prioritizing the safety of both your pet and the pet sitter.
  - In severe conditions, we may shift to "Rainy Day Recess" and provide indoor play during the visit.
  - We will always make reasonable efforts to ensure pets have adequate outdoor "potty time" when conditions

## MISCELLANEOUS:

- **Cleaning Messes:** The pet sitter will make every effort to clean any mess an animal might leave inside, using only cold water and clean rags, unless otherwise instructed by the client.
- **Communication:**
  - **All communication must go through Time to Pet:** We ask that all communication with Leash4Lease staff and administration be handled through Time to Pet.
    - For any reason, please do not contact your pet sitter privately or make arrangements outside the Time to Pet platform.



- **General Messages:** We send periodic general messages in Time to Pet containing important updates about Leash4Lease policies, schedules, weather impacts, and holiday information.
  - We kindly ask that you do not unsubscribe from these essential communications.
- **Newsletters/Blogs:** Clients are automatically subscribed to the L4L periodic newsletter and blog. We hope you find these updates, stories and information both fun and informative.
  - L4L will never share or sell your personal contact information
- **Pictures:** Unless you opt out within Time to Pet, photos of your pets may be used in our social media, marketing materials, and other promotional content.
  - We make every effort to photograph only the pet and avoid capturing identifiable surrounds that could reveal location or ownership.
  - We never share owners' identities, travel dates or travel locations.

### ***Welcome to the Leash4Lease Family!***

By working together and communicating clearly, we can ensure the highest level of care for your pets and your home. Thank you for trusting Leash4Lease, Inc. with what matters most. We look forward to getting to know you and your pets more.