



Terms and Conditions of this Service Agreement

Thank you for choosing Leash4Lease, Inc., for your animal care needs. We have been providing honest and dependable pet care since 2001. We have a committed team of experienced and fun-loving pet sitters who receive ongoing training on pet care and animal behavior. We can't wait to meet you and your furry family members. We promise to take care of your animals the way you instruct, so you can enjoy your time away from home.

SERVICES PROVIDED:

Leash 4 Lease, Inc. provides pet care in your home. We are happy to customize our service to your needs. During our visits the following is included, but not limited to:

- Showing your pets extra love, affection, and attention. Get the wiggles out by going for a walk, enrichment play or just let them sit on our laps. Feed and fresh water according to their normal routine, administer medication, etc.
- Bring in mail, packages, and newspapers, adjust blinds, lighting, thermostat, take out/bring in garbage cans, water plants and gardens, other stuff too! Just ask!

Each of our team members is fully experienced in a wide variety of pet care. Leash4Lease, Inc. is a member of Pet Sitters International, and all team members are covered by the company's liability insurance and bond.

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: \$34/half hour, \$52/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: \$34/half-hour, \$52/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: \$34/half hour, \$52/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 introductory meeting with your sitter.
 - **Normal visits fees** will be charged for meetings with sitters and pet parents in the following scenarios:
 - Your first reservation with Leash4Lease is less than five visits
 - Any additional meetings needed to meet additional L4L team members at any time.
 - Any additional training or introductions to new pets or new home.

Holidays:

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

New Year's Day	Memorial Day	4 th 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 th 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 \$25 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 written instructions for all duties as expected from the pet sitter at *each* visit.
 - *Pet sitters do not take notes and will only follow written 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 pet sitter and other person to include such details as feeding, visit times, medications given, etc.
- **Payments:** Leash4Lease, Inc will email 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 does not keep any portion of tips.

CANCELLATIONS:

- For daily walks, please message us via Time to Pet before 8am to cancel the daily walk. A normal visit fee will be charged if not notified in time.
- Any canceled trips that occur during the holidays will be subject to a 50% cancelation fee at management’s discretion.
 - These include the week of Thanksgiving (Sunday to Sunday of Thanksgiving week) and over the Christmas/New Year Holidays (December 20 – January 3)



EMERGENCY CONDITIONS:

- 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.
- In case of 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.
- Under any situation, every attempt will be made to take the pet to the veterinary clinic as stated on the Client Profile in Time to Pet.
 - If a situation occurs after normal business hours and emergency care is needed, the pet will be taken to Animal Emergency & Trauma Center in Poulsbo or Animal Hospital of Central Kitsap in Silverdale (depending on location and availability at each respective clinic).
 - Leash4Lease, Inc. will make every attempt to contact the owner for permission or instruction if any animal needs medical attention, except in the case of an emergency.
 - Owner agrees to pay any charges incurred by Leash4Lease, Inc. for any veterinary care.
- **Extreme Weather** (heat, cold, smoke, heavy rain, etc.).
 - Every effort will be made to walk and play with pets during extreme weather while taking the pet's and pet sitter's safety under consideration. In extreme weather situations, we may opt for "Rainy Day Recess" and play inside after during our visits. Every effort will be made to give ample "potty time" for pets outdoors.

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.
- All Leash4Lease clients will be added to the eNewsletter list.
 - We send out periodic eNewsletters that contain important information pertaining to Leash4Lease policies, schedules, and social events. Leash4Lease, Inc. will never share or sell your personal information. We request that you not "unsubscribe" to these important messages.
- **Pictures:** Unless requested or declined - Photos of pets might be used in social media, marketing materials, etc.
 - Every effort will be made to photograph only the pet and not the surrounding area to disclose location or ownership.