

## Make My Day Please, LLC

### PET SITTING PAWLICIES AND PROCEDURES

All uses of the phrase "MMDP", We, or Us" shall refer to **Make My Day Please**. Client will be referred to as "Customer, Client or You".

**Cancellation Policy** Same day cancellations must be called in/texted to the main number 703-624-3583 or emailed to makemydayplease@ymail.com by 8 AM or the full service fee will be charged.

**Same Day Requests** **Service requests received after 8 PM for the following day will be charged as a same day service request.** Same day service requests will incur a \$5 fee.

**Confirmation of Services** (at time of request): **MMDP** will email a confirmation with requested services and pricing. This email does not require a reply unless the information is incorrect. It is the client's responsibility to review the confirmation and contact MMDP with any changes.

**Early Returns:** **MMDP** carefully schedules our time to service you and our other clients. Early returns or last minute changes to pet care may result in a charge of 50% of the scheduled service fee.

**Holiday/Vacation Requests and Cancellations:** **MMDP** may require a 50% deposit at the time we schedule service.

**Inclement Weather** (Severe storms, hurricanes, snow, etc.): **MMDP** will use our best judgment while caring for your pet and home at the time of inclement weather. We will try to carry out your instructions to the best of our ability. The care we provide your pet and its safety is our first concern. **If the Federal government is closed**, all regular dog walking visits will be canceled. If you need service on such a day, please contact us by 9 AM. We will make every effort to fulfill the visit. If schools are closed, regular dog walking visits will remain scheduled. If you do not need service, please let us know by 8 AM per our cancelation policy. The service schedule may be changed, interrupted, or altered due to circumstances. Every effort will be made to drive to your home. If the travel is deemed very difficult due to weather, a \$5 fee will be added. If it is not possible to drive safely to your home, your emergency contact will be notified.

**Extreme Heat/Cold** We will use our judgement in these cases and the amount of time spent outside may be shortened. The remainder of the visit time will be in doors.

**Emergency Contact:** **MMDP** has requested the name and phone number of a person living nearby who has access to your home. This should be a person close enough to walk to your home if roads are impassable. If we are physically unable to drive to your home, this information is needed so we can contact this person and request their assistance to check on your pet. Garage door openers are not operational in the event of power outages. **In the event that the customer does not provide MMDP a nearby emergency contact with access to your home, customer accepts that we will provide service when conditions allow us to reach your home safely.**

**Medications/Vaccinations:** **MMDP** will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If you have such an animal, this must be thoroughly discussed. Under no circumstances will **MMDP** service any pet that has any form of contagious illness. This is for the safety of our other customers. **MMDP** requires that all pets have the necessary vaccinations and immunizations before service begins. If a **MMDP** pet care provider is bitten by or exposed to any disease or ailment from a client's pet, the client will be responsible for all costs and damages that may incur

**Access to Your Home by Others:** If customer allows any other person access to his/her home during MMDP's contract period, MMDP cannot be held liable for any damages to property or pets as a result. Please notify MMDP if someone will be in your home. Please also notify the person in your home that MMDP is coming so that your visitor is not surprised by our entrance.

**Pet and House/Yard Clean-up:** MMDP will properly dispose of pet waste in your outside waste receptacle and will do our best to clean up any accidents your pet may have. MMDP is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where you would like the waste disposed.

**Animal Behavior:** Animal behavior can be unpredictable. MMDP does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animal. Further, if a MMDP pet care provider or another person is harmed or injured by the client's animal, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the MMDP pet care provider, the other person or the animal.

**Fences:** Fenced in yards are wonderful play spaces for pets; however, no fence system is totally secure. MMDP does not accept responsibility or liability for any customer's pets that escape, become lost, or are injured (fatal or otherwise) when pets are given access to a fenced in area. This includes electronic, wood, metal, or any other fence.

**Updates:** Please provide us with any changes regarding your pet care and/or other pertinent information.

**Payment:** Payment is due on or before the 1st day of the service; customer has the option to post-date his/her check to the LAST day of service. Checks will not be cashed/deposited until after service is complete. Customer will be quoted the rate of the total payment at the time of the confirmation email. Clients who are 60 days late in payment will incur a 5% late fee. A 10% late fee will be charged for each thirty days following receipt. There is a \$35 fee for returned checks/payment.

**Keys:** MMDP requires two keys, a garage code or a lockbox on site. Keys are kept in a secured lock system and are coded for customer confidentially. If we use a key for entry and MMDP doesn't retain a key, picking up and returning a key requires two (2) trips and there will be a \$15 charge per trip for time and mileage.

**Holiday Surcharge:** MMDP charges a \$10 Holiday visit fee. Our sitters take time away from their families to care for your pets. The entire \$10 fee goes to the sitter. We recognize all Federal Holidays, Easter, Christmas Eve and New Year's Eve.

**Abandonment Policy:** If you abandon your pet in our care. We have the right to report your actions to the appropriate authority, give your pet up for adoption, etc. The customer will be held 100% liable for reimbursing MMDP for all expenses incurred during this time period.

**Photos:** MMDP may use pet photos on website and/or Social Media.

Client Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Client Printed Name \_\_\_\_\_

MMDP Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

