

## SERVICES PROVIDED/FREQUENCY OF VISITS

Visits to the pet owner's home to care for pets, and/or, the home during a client's absence.

- Workday (visits made to the client's home while the client is at work) services can include: feeding, providing fresh water, playtime, walking, administering medication, and bringing in packages from front door.
- Client Traveling (visits to the home while the client is out of town) services can include: scooping litter, feeding, providing fresh water, playtime, walking, administering medication, retrieving mail/packages, taking trash/recycling bins to designated place for pickup, watering plants.
- Overnight, 12 Hour Care, 24 Hour Care (visits made to the client's home when client is out of town and) service can include: scooping litter, feeding, providing fresh water, playtime, walking, administering medication, retrieving mail/packages, taking trash/recycling bins to designated place for pickup, watering plants.

## RESERVATIONS

Reservations may be made by:

1. logging into the client portal ([precisepetcare.com](http://precisepetcare.com))
2. if within 48 hours of requested service, through email ([topdogpetsitters@gmail.com](mailto:topdogpetsitters@gmail.com))
3. or through the "contact us" link on the Top Dog Pet Sitters website ([topdogpetsitters.com](http://topdogpetsitters.com)).

A confirmation email will be sent to you.

Clients making a reservation at the last minute will not be guaranteed a 25 minute visit.

## MEET AND GREET

A one-time initial Meet and Greet is required before booking our services. There is no fee for the initial Meet and Greet, which will last about 30 minutes. A Meet and Greet provides TDPS the opportunity to meet your pet, answer your questions, and receive information about caring for your pet. TDPS reserves the right to refuse to provide service if anything during the Meet and Greet appears to be dangerous or unhealthy.

## HOME ENTRY

For the safety of our clients and the TDPS Team, TDPS will not retain any client keys, key fobs, or garage door openers. TDPS will access a client's home via door codes or lockboxes. Lockboxes are available for purchase from Top Dog Pet Sitters. A one time fee of \$25.00 will be invoiced for the lockbox which then becomes the property and responsibility of the client. It is the client's responsibility to place the lock box in a safe, accessible location and provide a current code for TDPS to use. If TDPS is entering the home via a door/garage code a second key must be located on the property and available to TDPS in case the door code becomes damaged or inoperable. If a second key on the property is not available, the client will be responsible for locksmith charges and payment for the additional time of the TDPS employee. If the lockbox becomes damaged or inoperable, the client must notify

TDPS immediately. TDPS will replace the box for an additional \$25.00. Upon termination of our services, it is the client's responsibility to either change the code or remove the lockbox immediately.

#### CLIENT/PET INFORMATION

The client is responsible for updating all client and pet information through the client portal. ALL PET CARE INSTRUCTIONS MUST BE IN THE PET PROFILE. NOTES LEFT FOR TDPS IN A CLIENT'S HOME ARE NOT ACCEPTABLE.

#### PAYMENT

Workday services will be billed at the end of the month and are due by the 5th of the next month. Payment for all invoices received after the 10th day of the month will be assessed an additional \$50 fee per month. After 30 days, legal fees will be assessed.

Payment for Client Traveling service is due before the first visit. A late fee of \$5 will be added to each visit until payment is received. After 10 days from the first visit a \$50 late fee will be added to your balance. After 30 days, legal fees will be assessed. TDPS accepts payment via credit cards, Zelle, or check. If paying by check, please mail to the address on the invoice.

Service requests for Client Traveling service that include a holiday (a week before the holiday and a week after the holiday) require a non-refundable deposit equal to half of the total invoice. The balance is due on, or before, the first visit. A \$10 fee (per visit) will be added to your invoice for day of holiday service. Holidays include: New Year's Eve/Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day. A \$25 fee will be added for night of holiday overnight care.

#### SERVICE FEES

See OUR RATES page for pricing

We accept checks, Zelle and Credit Card payments. If using Zelle, please send your payment to [topdogpetsitters@gmail.com](mailto:topdogpetsitters@gmail.com). \$50 will be added to an invoice paid with non-sufficient funds. Top Dog reserves the right to refuse service for non-payment. Before service can be re-established all past due amounts must be paid in full.

#### CANCELLATIONS

Cancellations for Workday services must be made 24 hours in advance to avoid being charged for a visit.

Holiday client cancellations will not receive a refund/credit.

Clients canceling Client Traveling services with less than 24 hours notice, will not receive a refund/credit.

No refunds/credits will be given for late departure or early return of client.

## CONTACT

Emergencies or urgent needs may be addressed by calling 214-244-1629 at any time. Last minute changes or additions to your schedule need to be sent via text to 214-244-1629. All other communication can be emailed to [topdogpetsitters@gmail.com](mailto:topdogpetsitters@gmail.com)

## LEASHES

To keep your pet and our team safe, TDPS WILL NOT walk any dogs on a tractable leash. Please provide a nylon or leather leash.

## MEDICAL AND BEHAVIOR HISTORY OF PET/S

Top Dog Pet Sitters, LLC agrees to exercise due and reasonable care in the execution of the services provided to the client. If the pet becomes ill while under our care, you will be notified at once. If you cannot be reached, we will attempt to notify the emergency contact. If your pet's condition requires immediate action, we have the right to notify the veterinarian listed on the information sheet; if we cannot contact the listed veterinarian, we have the right to contact a veterinarian of our choice and/or transport your pet to a veterinarian. All veterinarian fees are payable in full by you at the time of service. TDPS is released from all liability related to transporting pet(s) to and from any veterinary clinic or kennel the medical treatment of pet(s) and the expense thereof. Client will be invoiced for time spent transporting the pet, waiting for vet care, and mileage based on the IRS rate.

## AGGRESSIVE PETS

If any pet shows signs of aggression, or bites/attacks the TDPS staff, TDPS retains the right to refuse service. TDPS will notify the client and arrangements will need to be made for the continued care of the pet. Refunds/credits will not be given for visits canceled due to aggressive behavior. Pet owners are responsible for medical bills and lost wages of TDPS staff resulting from an animal's behavior.

## PET ACCIDENTS

Some pets may not adjust to the client's absence right away and may have an accident in the client's home. Top Dog Pet Sitters will make every effort to clean up after your pet. However, TDPS reserves the right to increase the number of visits per day if your pet is consistently soiling your home between visits. The client will be notified of the increase in visits and receive an invoice for these additional visits. Should a visit take longer than the allotted 25 minutes to clean up an accident, the client will be charged for the additional time. TDPS is not responsible for your pet's accidents.

## OUTSIDE DOGS

Top Dog Pet Sitters does offer service to dogs that live outside, requiring only a daily visit. Due to extreme weather, adequate shelter must be provided. If temperatures are above 95 degrees or below 40 degrees, an alternative to staying outside must be available. You will be invoiced for extra visits required to ensure the safety and well being of your pet.

#### WEATHER

Our goal is to ensure the safety and health of your pet. Outdoor activity may be limited due to weather conditions.

#### PET PROOFING

It is the client's responsibility to pet-proof any areas of the home/property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to keep pets inside or away from any areas your pet is not allowed access. TDPS is not liable for any injuries pets may sustain while alone in its own home/property. TDPS also cannot be responsible for damages to the home/property that pets may cause if they are free-roaming in an unsecured area of the home.

#### SHARING RESPONSIBILITY/LIABILITY

TDPS will decline to provide pet sitting services to a client who has someone in addition to TDPS caring for pets.

#### OTHER PEOPLE IN YOUR HOME OR ON YOUR PROPERTY

TDPS accepts no liability for any breach of security or loss of or damage to client's property if any other person has access to the property during the term of this Contract. TDPS shall not be liable for any mishap of whatsoever nature which may befall a pet or caused by a pet who has unsupervised access to the outdoors.

#### SUPPLIES

If there are insufficient supplies to care for the pet, and TDPS is required to obtain supplies to provide care (food, litter, medicine) in the client's absence, the client will be charged an errand fee plus mileage determined by the IRS rate. The invoice, including the service fee, mileage, and the cost of the product, will be left for the client on the last visit and payment is due upon receipt. TDPS shall retain and submit receipts as proof of additional expenses.

TDPS is released from all liability of injury, loss or death to pet(s) caused by other pet(s) or animals(s) not under the control of TDPS.