

CARLY'S PET SERVICES PET SITTING POLICIES

All uses of the phrase “Carly’s Pet Services”, “We” or “Us” shall refer to Carly’s Pet Services and related contractors. Customer referred to as “Customer” or “You”

1. **Scheduling & visit times:** Scheduling is on a first come first service basis and we will do our best to accommodate your needs. Carly’s Pet Services will visit at the requested times as closely as possible. However, if an unforeseen situation arises, the time may be adjusted. As busier seasons approach, times may be slightly altered to accommodate all visits and travel times of the day. Carly’s Pet Services requires an absolute minimum of 24 hours notice to schedule requests. We understand emergencies arise but due to personal situations and provider availability, we cannot guarantee service. Carly’s Pet Services prefers at least 48 hours advance notice to services in order to properly plan and accommodate. The most advance notice possible increases the chances of our ability to serve you.
2. **Confirmation Contact (Prior to out-of-town-Departure):** Carly’s Pet Services will make a confirmation call, text, or e-mail no less than 24 hours before each departure in order to verify that all information (dates, contact numbers, etc.) are still correct. Please make sure we speak via message or e-mail as written word is most reliable. If we speak in person or verbally over the phone, a written confirmation of what was discussed will be sent to you and you must verify it prior to services. This is to ensure your pet’s needs are carried out as intended.
3. **Early Returns:** We understand your plans change and we are very flexible if notified. If you return home early, please notify us immediately. If, however, you do not notify Carly’s Pet Services of an early return and Carly’s Pet Services makes a trip and finds you home, the regular per visit charge applies.
4. **Cancellations:** We understand your plans change and we, generally, do not charge for cancellations with adequate notice. However, if you cancel 24 hours or less prior to the date of the first visit there will be a 25% cancellation fee. This is because we prioritize first come first serve basis and cancellations less than 24 hours in advance prevent us from assisting other clients.
5. **Holiday Cancellations:** Please understand that pet sitting services and kennels receive more requests for reservations than they can handle during these holiday time periods and we may have turned away other clients because we have reserved time for you during a busy season. At this time, only the regular cancellation policy is in effect, but we request that you respectfully keep this information in mind.
6. **Inclement Weather:** Primarily severe storms, hurricanes, snow/ice conditions etc. You will entrust Carly’s Pet Services to use best judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather. Carly’s Pet Services will try to carry out your instructions to the best of Carly’s Pet Services’ ability. The care we provide to our our customer’s pets and their safety is our first concern. Customer selection of a nearby emergency contact has been requested. **The inclement weather plan will be as follows: 1) Every effort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, you will be notified immediately.**
Please note – Carly’s Pet Services is NOT responsible for any shoveling of snow or “weather cleanup” activity. It is solely up to the customer to arrange for snow/weather cleanup in the event their property requires it. This is NOT a service that Carly’s Pet Services offers.
7. **Emergency Contact:** Carly’s Pet Services has requested the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). Please remember that garage door openers are not operational in the event of power outages. **In the event that the customer does not provide a nearby emergency contact with access to your home for Carly’s Pet Services, customer realizes that Carly’s Pet Services will provide service but not until conditions allow us to reach your home safely.**

Name of Emergency Contact: _____

Address: _____

Phone: _____

8. **Medications/Vaccinations:** Carly's Pet Services 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** Carly's Pet Services service any pet that has any form of contagious illness. This is for the safety of other customers. Carly's Pet Services requires that all pets have the necessary vaccinations and immunizations before service begins. If a Carly's Pet Services pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.
9. **Access to your Home by Others:** If customer allows any other person(s) access to their home during Carly's Pet Services contract period, Carly's Pet Services cannot be held liable for any damages to property or pets as a result. Please notify Carly's Pet Services if someone will be in your home. Please also notify the person(s) in your home that Carly's Pet Services is coming so that your visitor, as well, is not surprised by our entrance.
 - It is kindly requested that you do not enlist an additional friend/family member in the position of caretaker of your animal(s) in conjunction to Carly's Pet Services while you are away. This causes communication confusion among all parties involved and potential negative consequences to your animal(s). If you do enlist another, Carly's Pet Services cannot be held responsible for such.
10. **Fences:** Fenced in yards are wonderful play spaces for pets, however, **no fence system is totally secure for your pet's safety.** Carly's Pet Services does not accept responsibility or liability for any customer's pets that escape, are injured or become lost, fatal or otherwise, when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types.
11. **Pet and house/barn clean-up:** Carly's Pet Services will properly dispose of pet waste and do our best to clean up any accidents your pet may have. Carly's Pet Services 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 indicated where you would like the waste disposed of. If specific cleaning products are not directed in advance, Carly's Pet Services is not responsible for any damage that may incur.
 - Carly's Pet Services is only responsible for the cleaning of any messes caused by the animal(s) being serviced during the period of service. Anything that occurs prior to the start of service but is left for the tending of Carly's Pet Services will be subject to an additional Cleaning Fee at the discretion of Carly's Pet Services.
12. **Leashes:** All dogs will be required to be on leash during outdoor walks. This is dependent on the type of home/land the pet owner has and the surrounding conditions.
13. **Unforeseen purchases:** Any additional necessary costs such as food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet will be purchased by Carly's Pet Services. We will retain a receipt and the customer will be responsible for reimbursement of these items. This is only in the case of an emergency, ex: the pet does not have enough food to last the remaining time the owner will be away. But is not limited to such example.
14. **Animal Behavior:** Animal behavior can be unpredictable. Carly's Pet Services does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further if a Carly's Pet Services pet care provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either this Carly's Pet Services pet care provider or by the animals.

15. **Updates:** Providing Carly’s Pet Services with any changes, in writing, regarding your pets’ care and other pertinent information is required. If we do not receive this updated information and something incurs due to the lack of knowledge, Carly’s Pet Services cannot be held responsible.
16. **Payment:** Cash, credit/debit card through our Time To Pet website/app, PayPal, and Venmo are fully acceptable payment methods. If you incur a past due amount with Carly’s Pet Services, services will discontinue and you will not be able to schedule future services until full payment is made.
- Carly’s Pet Services requires **PROMPT** payment upon completion of services. All due dates are scheduled one day past the last day of service.
 - A late fee of \$10 per day the invoice remains past due and unpaid will be charged to the client.
 - If you require longer to submit payment beyond the due date, you must communicate with Carly’s Pet Services and an agreement can be initiated to allow for a grace period with no late fee. If no communication is initiated regarding such a request, a late fee will be applied.
17. **Keys:** If you are not already doing so, consider letting Carly’s Pet Services retain a copy of your house key. In the event of an unexpected trip, you’ll be glad you did. Keys are kept in a secured lock system and are coded for customer’s confidentiality. If you choose not to have Carly’s Pet Services retain a key, that is entirely acceptable though you must communicate a location you approve of Carly’s Pet Services to leave the key on the property upon final completion of visits. No additional trips will be made to return the key beyond the requested services dates so please ensure you are confident with the location you state, otherwise Carly’s Pet Services is permitted to use their best judgment in choosing a location and relaying the information to you. Ensure you check the key you provide Carly’s Pet Services. If the key does not work properly, Carly’s Pet Services is not responsible for the inability to access the home and you will still be charged for the visit.
18. **Photo & Media Release:** Carly's Pet Services may take photographs or videos of pets during scheduled services for use in business promotion. This may include posting images on our website, social media platforms, marketing materials, and other promotional outlets. We are committed to maintaining client privacy. No personal identifying information—such as owner names, home addresses, or contact details—will be shared in association with any images. Only the pet’s name may be referenced, and only when appropriate.

Either party may terminate this Agreement at any time, with or without cause, by providing written notice to the other party. In the event the Client terminates services with less than 48 hours’ notice, the Client agrees to pay any scheduled service fees in full, unless the termination is due to an emergency as determined at Carly’s Pet Service’s discretion.

If Carly’s Pet Services must terminate this Agreement due to unforeseen circumstances, illness, emergency, or safety concerns related to the pet(s) or home environment, Carly’s Pet Services will make reasonable efforts to provide alternative care arrangements or referrals, but shall not be held liable for any resulting inconvenience or costs.

Upon termination, Carly’s Pet Services will return any keys or access devices within 48 hours, and the Client shall pay all outstanding balances for completed services immediately

I, _____, have read, understand and agree to the pet care policy of Carly’s Pet Services. All policies and guidelines are subject to change at Carly’s Pet Services’ discretion.

Pet Owner Signature: _____ Date: _____

Pet Owner Signature: _____ Date: _____

Credit Card Authorization & Automatic Payment Agreement

By signing below, I authorize Carly's Pet Services to charge the credit or debit card I have provided and authorized to keep on file for payment of invoices within my account on Time To Pet related to pet sitting, dog walking, or other services rendered.

Authorization Details

- I understand that my card will be automatically charged for all approved services, including recurring services, completed visits, and any additional services requested.
- Charges may include service fees, applicable taxes, late fees, cancellation fees, and other charges as outlined in Carly's Pet Services' policies.
- I authorize Carly's Pet Services to process charges without additional notice at the time an invoice is due.

Payment Terms

- Payment is due upon invoice issuance unless otherwise stated.
- If a charge is declined, I understand that services may be paused until payment is successfully processed.
- I agree to provide updated card information if my card expires, is replaced, or is no longer valid.

Security & Cancellation

- I understand that my payment information will be stored securely and used only for authorized charges.
- This authorization will remain in effect until I provide written notice to revoke it. Revocation does not apply to charges already incurred or scheduled.

Disputes

- I agree to contact Carly's Pet Services directly to resolve any billing questions prior to initiating a chargeback with my card issuer.

Client Name: _____

Signature: _____

Date: _____