

PETOPIA'S POLICIES

Dog Walking Policy

We require that you provide your dog's emergency contact information, as well as complete veterinary information and release form. For the protection of your pet(s), as well as his/her doggie buddies, we require that all dogs provide proof of vaccinations and be on a preventative flea program. Owners must provide written proof from your veterinarian that their dog(s) received DHLPP vaccinations within the last year. Specifically, the vaccines required are Rabies, Distemper, Hepatitis, Parainfluenza, and Parvovirus. Dogs will be assessed during the initial consultation to determine the most suitable services for their individual needs.

Health Policy (specifically for Dog Group Walks)

All dogs must be in good health to participate in group walks. Owners will need to certify that their dog(s) are in good health and have not been ill with a communicable condition in the last 30 days. On admission all dogs must be free from any condition, which could potentially jeopardize other dogs. All dogs will require a veterinarian certification of health to be admitted or re-admitted after any illness.

Emergency Care Policy

It is recommended that you inform your veterinarian that you are using Petopia's services and check veterinary policy for payment. All emergency veterinary charges will be your full responsibility. In case of emergency, we will make every effort to take your pet(s) to the veterinarian/animal hospital of your choice. If your preferred vet/hospital is not available, we will use our discretion to obtain vet/medical treatment for your pet.

Extreme Weather and/or Illness Policy

Petopia provides services regardless of sun, rain, or snow. However, in the case of extreme weather we will make every effort to visit your pet(s) in a timely manner, but cannot guarantee visit times. Animals with medical conditions will be visited first. In the unlikely event that we need to cancel due to bad weather or illness/injury, we will contact you and/or your emergency contact immediately, in order to arrange coverage.

Petopia Staff

Petopia management has carefully hand-picked the most suitable individuals available to service you and your pets. Our primary requirement is that all staff members are animal-lovers so that they treat your four-legged babies with all the love and attention they deserve.

To ensure the safety and well-being of your pets, all Petopia staff has experience in dog-training, animal behaviour and pet first aid. Furthermore, all Petopia staff are fully bonded and insured under our company's insurance policy for your peace of mind.



Due to the flexible nature of our daily services, there may be times when your furry friend is visited by different staff members. Petopia's management will try its best to ensure your pet(s) are visited by the same caregiver. However, emergencies or scheduling changes may arise, preventing your regular caregiver from servicing you and your pet(s). On the other hand, exposing your pet(s) to different people will better socialize them and help them adapt to new experiences.

Client Correspondence

Please ensure that you make all service requests and changes through Petopia's management office as it handles all scheduling and record maintenance. Failure to do so may result in scheduling errors and other problems that would compromise our quality of service to you and your pet(s). More importantly, please do not solicit Petopia's employees/contractors for services outside of Petopia. Under their employment agreement, they are prohibited from accepting your request. Moreover, Petopia will not be held responsible for their actions and its insurance policy will not cover them if they accept jobs in this manner. All payments are to be made out to Patricia Lo and submitted to Petopia's office. However, please feel free to give tips or gifts to your Petopia caregiver.

Client Satisfaction

Occasionally, Petopia's management will inquire about your satisfaction with Petopia's services so that we can determine areas of improvement to better serve you. These follow-ups will also help our staff members cater their services to fit your needs. Petopia values all client input and would really appreciate it if you would let us know how we are doing. Finally, if you have any concerns regarding our service please do not hesitate to contact Petopia directly.

Home Access Policy

There are three options in which Petopia can access your home.

1. The most convenient option is to enroll in the Key Safe program, which is absolutely free to you. This is where Petopia will keep your keys on file so that we may accommodate any last minute pet care needs.
2. The second option is the Lock Box program, where you can rent, purchase or provide your own lock box to store your home keys. There is a \$5 monthly charge for lock box rental (with a \$20 deposit) or you can purchase a lock box from Petopia at \$40.
3. Finally, the last option is to have us pick up and return your keys personally before and after each visit. This last option will incur a \$15 for each separate trip required to pick up and return your keys.

Please make full arrangements for home access prior to the commencement of service.

Pet Sitting (Once Home) Policy

It is important that you call Petopia when you return from your trip. This is the only way we can be positive that your pet(s) are back in your care and safe. If we are not notified of your return home,



service will continue until we know you are present and taking care of your pet(s). Additional visits will be added to your bill at \$5 above your regular rate.

Outdoor Pets (specifically for Pet Sitting)

Petopia will not be held liable for free-roaming outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets wear an ID tag with a contact number and that they remain inside the home or confined for their own safety and welfare in your absence.

Visitors (specifically for Pet Sitting)

Petopia will allow for you to have friends and/or family to come in to visit your pet(s) but we are not responsible for any damages incurred to your home or pet by said visitor. PLEASE notify Petopia if there will be anyone else having access to your home.

Reservations

Reservations for services are required and can be submitted either through Petopia's online form, fax, or email. Please make reservations at least 1 week prior to the service date. Preference will be given to established and regular clients. However, we will try our best to accommodate everyone's service requests. A \$10 surcharge will apply for last minute reservations made less than 4 days prior to the service date.

Cancellations Policy for Pet Sitting

While we recognize that life is filled with last-minute changes such as illness and bad weather, we ask that our clients give us as much advance notice as possible when canceling reserved services.

We charge cancellation fees, because we have, in all likelihood, turned down other prospective clients that we were unable to accommodate because of the time reserved for your pet(s). Our cancellation policies are as follows

- If cancellation is made 7 days in advance, you will receive a full refund.
- If cancellation is made within 7 days prior to the service, we will retain 30% of the total payment
- If cancellation is made within 48 hours of the visit, Petopia will retain 40% of the total payment
- If cancellation is made within 24 hours of the visit, Petopia will retain 50% of the total payment

In addition, if you wish to alter the agreed upon days of service we ask that you kindly give at least two weeks notice in order for schedule adjustments to be accommodated.



Payment Policy

Petopia currently accepts cash and checks (made payable to **Patricia Lo**). Due to the structure of our discount pricing options, payment must be made in full prior to the delivery of most services.

For first time pet sitting clients, full payment is due at the initial consultation in order to secure your pet sitting dates. Regular clients may chose either to pay in full or to put down a 50% deposit to secure your dates of service. The balance is due on the first day of the first scheduled visit.

Returned or NSF checks

A charge of \$25 will be imposed for each check returned by the client's bank regardless of the reason.

Pet Photos

For the purposes of safety and reference, Petopia will take digital pictures of your pet(s) and keep it on file. In addition, if we do capture some "Kodak moments" of your pet(s) during our care for them, we will occasionally post these photos on Petopia's website.

Days and Hours of Operation

Petopia is open 7 days a week and on most statutory holidays as well. However, there is a \$10 surcharge for services rendered on holidays. Hours of operation run from 9:00am to 9:00pm for most services (excluding Overnight Pet Visits which run from 10:00pm to 8:00am).

I, _____, certify that I have read and understand the policies set forth on the preceding pages and that I have read and understand this agreement. I agree to abide by Petopia's policies and accept all the terms, conditions, and statements of this agreement.

Name of Pet(s): _____

Signature: _____

Date: _____

