

**Consultation:** We offer a free meet and greet. Meet and greets are required prior to starting any service. The purpose of the consultation is for you to meet your sitter and for us to meet you and your pets prior to the first scheduled visits. We will review your information and pet(s) and home routine and test the keys at the consultation. All clients will have a back up sitter available in case the primary sitter is unable to make a scheduled visit. We also assign 2 sitters to certain clients . This is due to the availability of our sitters. When 2 sitters are sharing a service you will be able to meet both. The first meet and greet is free of charge. If you require additional meet and greets they are \$10.00 for each additional meeting.

**Keys:** We do require a key plus garage code or two keys for all pet sitting visits. For dog walking and potty breaks a garage code is the only requirement. Keys must be provided at the time of the consultation. Please test keys prior to the consultation. We prefer to keep the keys in our locked key box for future pet sitting visits. Keys are no way marked to associate them with a client address or pet. We also offer a lockbox option and will use a lock box when there will be 2 sitters sharing a service. If keys need to be picked up after the meet and greet or after the last scheduled visit there is a \$10 fee (each way – pick up before pet sitting job and delivery after completion of the pet sitting job) for those preferring this option. There is no charge if keys are kept in our lock box.

**Minimum Visits:** Cats must be visited a minimum of once per day. Dogs must be visited no less than twice per day. If you have a special situation, please call to discuss.

**Service Sharing Jobs** Shared pet sitting jobs between MJ The Critter Sitter and others, such as friends, family, and neighbors, invalidates MJ The Critter Sitter pet sitters' insurance. This also applies to others on the property during the same period as MJ The Critter Sitter. This includes lawn care specialists, cleaning contractors, repair persons, etc.

**Cleaning Requirements:** We clean accidents in the home to the best of our ability. We are only responsible for your pet during contracted times. Messes will be cleaned with a cleaning product provided or approved by the homeowner. We are not responsible for any damages/stains caused by the pet during our visits if they are allowed to be left out of a kennel while we are not there.

**Cancellation Policy:** We understand that from time to time, plans change. We also have to allow for our sitters to still maintain their wages. Cancellations also prevent us from booking clients that could have used the time we allowed for your services. In order to best serve all of our clients, dog walking cancellations made the day before a visit will be charged 50%. The day of visits you will be charged 100%. The same goes if a sitter shows up to a visit and the client is home and forgot to cancel. We do make exceptions for winter weather.

For pet sitting cancellations it will be as follows: Any cancellations 5-7 days before the first scheduled service will be charged 50%. Any cancellations made within 1-4 days of the first scheduled visit will be charged 100%. Anything canceled 8 days or more before the first visit will not be charged a fee.

**Holiday Cancellations:** Are 100% charged. No exceptions and no time limit.

**Dog Walks:** All dogs are walked on a leash. We do not do off leash walking or dog parks. We do not do pack walking and only walk dogs together that are in the same family.

**Rights/Reservations:** MJ The Critter Sitter reserves the right to choose to cancel services. The safety and security of the company and persons providing services are very important, we have policies in place to protect our clients, their pets, and our sitters..

Thank you for your cooperation Mary Jo owner MJ The Critter Sitter