



Policies

In order to provide the best service for you, your pets, and others, Beg Pet Services has established the following policies.

INITIAL CONSULTATION

Your pet sitter will conduct a free “meet and greet” in your home to meet you and your pets, see your routine, ensure that everyone feels comfortable, and go over any questions either of you may have. These typically last 20-60 minutes. Ideally, you will have completed the necessary forms ahead of time, but they may be completed in person. At the meeting, please plan to provide proof of your pets’ vaccinations and two copies of your house key.

Any additional trips to your house beyond the initial consultation will incur a charge equal to one visit. Reasons can include meeting a new pet; getting re-acquainted with a pet; seeing a change in routine; seeing a new home; a “practice” visit, etc. Trips to pick up or drop off keys are \$15 each for our gas and time.

KEYS

Please plan to provide two copies of your house key at the time of the initial consultation (one for the sitter and one emergency back up for the main office). We can make a second copy of the key for you for \$5 if necessary. We prefer to keep clients’ keys on file for future use so we’re ready to go when you need us. Keys are stored in a secure location using a numbering system and without names or addresses. If you need for us to make a special trip to pick up or drop off your keys, there is a \$15 charge for our time and gas. Alternately, you may choose for us to mail your keys back to you or pick up or drop off keys yourself.

SITTERS

Your pets will be assigned a primary sitter as well as a back-up sitter. You will always have the same sitter unless he/she is unavailable, in which case your back-up sitter will handle the visits.

RESERVATIONS, CHANGES, AND CANCELLATIONS

In order for our liability insurance and bond to be in effect, all reservations, changes, and cancellations must be made by contacting the main office as opposed to contacting your individual sitter. Please call or text 941-539-8129 or e-mail Quinn@BegPetServices.com. Please note that your requests are not confirmed until we reply.

While we strive to be as flexible as possible, please understand that our daily schedules and routes are carefully timed and planned. Therefore, we request that you give as much notice as possible for any requests, changes, or cancellations.

Same-day requests are subject to a \$5 service charge. If less than three hours' notice is provided, a \$15 service charge may apply. This charge does not apply to weekly mid-day dog walk clients making mid-day visit changes.

For cancellations, 24 hours' notice is required. If you fail to cancel a visit at least three hours ahead of time, you will still be charged for that visit.

PAYMENT

Payment is to be made in full at the time of the initial consultation or on the first day of service. We accept checks, cash, Visa, MasterCard, American Express, and Discover. Credit card payments may be made on the front page of our site (www.BegPetServices.com) via PayPal. Checks should be made payable to Beg Pet Services. You may leave cash or a check in your home for pick up at the first visit. Gratuities may be left in your sitter's name or included in your total. Sitters receive 100% of any tips, which are never expected but always appreciated.

HOLIDAY CHARGES

Please add \$5 per visit on major holidays (New Year's Eve, New Year's Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day).

RETURNED CHECK FEE

There is a \$30 returned check fee.

SERVICES AND RATES

Services and rates are subject to change at any time. Higher fees may apply if requested pet/home/plant care or pet mess cleanup cannot be completed in the allotted visit time.

DISCOUNTS

Thank you for understanding that we are unable to offer discounts or package deals on multiple or long-term visits. While we realize that costs add up, please appreciate that we still spend the same amount of one-on-one time with your pets each visit, and spend up to 45 minutes each way driving to and from your home. We hope we demonstrate the value of the service.

REFERRAL INCENTIVE

The highest compliment we can receive is a referral from a satisfied client. We will give current clients 40% off one 30-minute visit for each new client referred to us, redeemable after we complete the new client's first assignment.

ARRIVAL TIMES

We do our best to accommodate your requested arrival times. However, because so many things can affect a sitter's schedule each day (weather, traffic, other pet visits, pet emergencies, etc.), we cannot guarantee an arrival time. We ask that each client give us a preferred time as well as a two-hour acceptable timeframe for arrival. Sitters will use their best judgment regarding weather, and might adjust a schedule in order to arrive ahead of a thunderstorm for dogs. They might also shorten a dog walk on extremely hot/sunny days or during storms, and instead spend time playing indoors.

VISIT LENGTH

Visit lengths are as posted under "Services and Rates" on our Web site (www.BegPetServices.com). Should anything affect a sitter's ability to comply, he/she will make adjustments as necessary to fulfill the obligation. For example, if a sitter is unable to arrive during the preferred timeframe, he/she will visit before and after the preferred time, at no additional charge. If a sitter doing an overnight visit leaves for any amount of time, that time will be made up. Visit times might be adjusted during extreme weather conditions. And if a sitter has free time available, he/she may stay longer than requested, at no extra charge.

VACCINATIONS

All pets must be up to date on vaccinations and proof is required at the consultation.

AGGRESSIVE ANIMALS

We are unable to care for dogs who have a history of biting; who won't let our sitters into the house; or who might bite our sitters, other dogs, or people we might see while out walking. We can care for aggressive cats who don't attack, as long as no touching is required. Keep in mind, though, that we will be unable to crate and travel with such cats if the need arises.

SHY ANIMALS

We are able to care for shy animals as long as we are able to complete your requests and care for your pets. For example, we cannot care for pets who will not let us get close enough to administer medications or dogs who will not let us attach a leash.

CLEANLINESS

Our service includes clean up of pet accidents. However, if there is routine extensive soiling, extra charges may apply. We reserve the right save extraordinary messes for the homeowner to handle upon return (such as those that would require professional carpet steam cleaning). If necessary, please leave special instructions in your home for cleaning pet stains on expensive rugs or furniture, as we will not know how to care for such items without direction.

BEFORE YOU LEAVE FOR A TRIP

Please leave a note with your destination city, flight itinerary, hotel number, cruise ship name, or any other helpful temporary contact information. Please leave supplies out and obvious if possible. Please label food supplies if there's any chance of confusion. Please leave an adequate supply of items, or we can shop for more for a fee. Feel free to leave notes for any reason. We have your paperwork and instructions, but always like having as much information as possible.

WHEN YOU RETURN HOME FROM A TRIP

Please call or text 941-539-8129 or e-mail Quinn@BegPetServices.com as soon as you return home from your trip so we know it's safe to discontinue scheduled service as planned.

LOCKSMITH

A pet sitter who locks him/herself out will use your spare key from the main office or personally will incur the cost of a locksmith. However, if a pet sitter is unable to enter a home because he/she was given an incorrect entry device, the pet owner will be responsible for reimbursing the cost of the locksmith.

PRIVACY

We take your privacy very seriously. Rest assured that we will never sell or give away your contact information.

FEEDBACK

Our goal is 100% client satisfaction. We want to hear what you like about our service as well as what we can improve upon. Please feel free to let us know how we're doing.

LIABILITY

Beg Pet Services cannot be held liable for any damage caused by or to pets in our care so long as we don't act in a manner that is not grossly negligent or fraudulent.

Pet owners are liable for any damage caused by pets to sitters, other pets, or the general public. Pet owners will pay for the cost of medical attention for a pet sitter to treat a bite or scratch wound from a pet.

Beg Pet Services cannot be held liable for any loss or damage to pets or home if pet owners leave or request that others leave doors or windows open or unlocked; if keys are hidden; if pets are given access to the outdoors while no one is there; or if others have access to the house, including but not limited to pet owners' friends, family, neighbors, or other businesses, such as cleaning services, pool services, electricians, contractors, plumbers, or other pet sitting services.

EMERGENCY VET CARE

In case of emergency, we will contact your vet, who will perform any treatment he/she determines to be appropriate for the well-being and health of your pets. If your veterinarian is unavailable, we will use a veterinarian of our choice. Pet owners are

responsible for paying any veterinarian charges incurred. Please contact your vet and place a credit card number on file or discuss other payment arrangements. Please also let them know if there is a maximum amount you would spend on care.

EMERGENCY HOME CARE

We will contact you if there is a problem with your home (plumbing, a/c, etc.). If we can't reach you, we'll contact the people on your home and pet emergency list. If immediate action is necessary and no one can be reached, we will do our best to handle the situation and will request reimbursement afterward.

HURRICANE AND OTHER DISASTER PLAN

Hurricane season runs from June to November of each year, but storms can form at other times. In the event that a hurricane watch or warning is issued, sitters will need to secure their own homes and possibly evacuate their own families and pets. But we will first secure clients' homes and pets. We must take care of everything before a storm hits, because we will be unable to be on the road during a hurricane or tropical storm. Because we may not be able to reach clients before, during, or after a storm, we require each client to complete a form to plan ahead. We offer three choices. This plan will also be in place in the event of other natural or man-made disasters, such as wildfires.

Choice 1. We Transport Pet to Emergency Caretaker (Best Option)

- We will secure your home to the best of our ability.
- We will contact your emergency caretaker and make arrangements to drop off pet.
- We will transport your pet to your emergency caretaker for the duration of the storm.
- After the storm is over and roads are passable, we will check on your home to see if it's inhabitable.
- If your home is inhabitable, we will contact your emergency caretaker and arrange for pick up of your pet.
- We will transport your pet back to your home and will continue scheduled care.
- (Emergency caretakers may pick up and/or drop off pets if they wish.)

Charges will apply for each trip we make, but no charges will apply while pets are with the emergency caretaker. Extra charges may apply for any extended visit time necessary at your home prior to and after a storm.

Choice 2. We Transport Pet to Vet or Boarding Facility

- We will secure your home to the best of our ability.
- We will contact your vet or boarding facility and make arrangements to drop off your pet.
- We will transport your pet to your boarding facility for the duration of the storm.
- After the storm is over and roads are passable, we will check on your home to see if it's inhabitable.
- If your home is inhabitable, we will contact your vet or boarding facility and arrange for pick up of your pet.
- We will transport your pet back to your home and will continue scheduled care.

Charges will apply for each trip we make, but no charges will apply while pets are at the facility. Extra charges may apply for any extended visit time necessary at your home prior to and after a storm. IMPORTANT: Please leave your credit card on file at the vet or boarding facility or make other payment arrangements with the facility ahead of time. We are unable to pay for everyone's boarding and wait for reimbursement. Also, please confirm that they will be able to accommodate

your pet in case of hurricane AND/OR evacuation (hurricanes category 1 – 5). Additionally, find out what they require (proof of vaccinations, crates, food, etc.).

Choice 3. Pet Remains in Your Home

- We will secure your home to the best of our ability.
- We will secure your pet in a room or crate for the duration of the storm.
- After the storm is over and roads are passable, we will continue scheduled care.

No charge for missed visits. Extra charges may apply for any extended visit time necessary at your home prior to and after a storm. No visits will be made during a storm. Please note that if a mandatory evacuation order is issued or if roads are closed or impassable, the pet sitter may not be able to return for an extended period of time.

IMPORTANT: Please note that should any pets end up being taken in by or evacuated with a sitter (instead of one of the three choices), the pet owners will be responsible for ALL costs involved, including but not limited to vehicle rentals (if necessary to accommodate animals), supplies, lodging, meals, gas, and time.

Securing your home before you leave home during hurricane season:

If you are out of town, your pets are in our care, and a hurricane is approaching, sitters will only be able to do minor work, such as taking in small plants and items, and making sure windows and doors are locked. Please have friends, family, a handyman, or neighbors ready to go to your house on their own time to move large/heavy items and to board up doors and windows (if necessary). Beg Pet Services is not responsible for any damage done to your home by a hurricane or other natural or man-made disaster.

Securing your pets before you leave home during hurricane season:

A. Crates. Each pet should have a crate/carrier large enough to stand and turn around in. Cat carriers should have enough room for a small litter box. Put bedding in the crate if your pet won't ingest it. If possible, use masking or duct tape and an indelible marker to label the outside of each crate with pet's name, type (dog/cat), your name, your address, your phone number, vet's name and number, and any major medical problem.

B. Disaster Supply Kit. The ASPCA, Red Cross, and Humane Society of the U.S. recommend that a disaster supply kit be prepared for your pets. It should be ready to go in an easy-to-carry duffle or watertight container. Here are some suggested items:

- Collar or harness with rabies and ID tags attached. Ideally, all dogs already will be wearing collars with ID tags.
- Leashes for dogs.
- Food and treats (plus manual can opener if necessary for canned food) to last 2 weeks. Remember there might be no refrigeration/electricity.
- Water to last 2 weeks.
- Lightweight bowls.
- Disposable cat litter box, scoop, and litter.
- Paper towels, spray cleaner, trash bags, and baby wipes.
- Pet first aid kit.
- Place in a sealed zipper sandwich baggy inside the kit:
 - Photo of EACH PET labeled on back with pet's name & your contact info.
 - Copy of most recent vaccination record for EACH PET.
 - Detailed instructions for EACH PET, including food, medications, and behavior problems. Also include microchip ID # and company contact information.
 - Medication