



CRITTER SITTERS GUIDEBOOK

Revised 11-30-08

This Guidebook will clarify our policies for you and provide a reference for most questions you may have. Although you do not need to read it cover to cover, we suggest you familiarize yourself with it in case you have questions about specific policies or procedures. There are plenty of helpful suggestions on making your pet's time with us as happy and safe as possible.

Of course, you can call us any time as well...414-540-6326.

Thank you! ...as always, for entrusting your pets and home to our care!

Jane and the staff of Critter Sitters, Inc.

We hope this reader-friendly reference guide to our policies will be helpful to you. Please read all the information carefully and contact Critter Sitters, Inc at 414-540-6326 if you have any questions or concerns.

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WHO WE ARE AND WHAT WE DO

Critter Sitters, Inc. is the premier professional pet sitting company promising in-home pet care to the greater Milwaukee area; from Cedarburg to Bayview, Downtown, and the North Shore, west to Brookfield and beyond, and soon to West Bend and Waukesha. We are proud to be a Milwaukee original since 1986! Our passion is to provide the best care possible for your pet

Each of our Pet Care Providers comes to you with many years of pet care experience. We then provide them with ongoing and up-dated training in subjects such as elderly pet health maintenance, medication administration, all types of behavior issues, recognizing health conditions and much, much more.

We maintain contact with local veterinarians and connect with other pet professionals, so that current information helps us to care for your pets in the best possible circumstances.

Experienced Staff

Many of our staff have other professional pet and animal credentials; veterinary technicians or assistants; trainers and behavioralists, and humane society or zoo experience, to name a few. All of our Pet Care Providers are certified in Pet First Aid and CPR.

Our staff attends ongoing and updated training in the skills we use to create an environment that your pet will thrive in. Each of our reliable staff comes to you with liability insurance and we can provide you with references from other satisfied clients regarding your pet's health and happiness and your home's security. Being a Critter Sitters, Inc. Pet Care Provider definitely requires a unique blend of compassion, common sense, flexibility, discipline, patience, and a genuine love and appreciation of animals.

Many clients have used us through several generations of pets. When one of our long time clients pass away, it's hard for us too, because we have a very special relationship with your pet. Whether furry or feathered, finned or scaled, our clients' pets are loved like our own. In turn they often see us as one of their family... - or their 2nd best friend...YOU, of course, being their FIRST!

We Take Our Job Seriously

Our responsibilities to your pets are numerous: we feed and clean up after them; we medicate them when needed, we use gentle discipline and keep them safe, and our favorite part...we love them and give them approved treats, pet and cuddle them, and give them our undivided attention!

In your absence we become your pet's caregiver, stand-in 'parent'/companion, behavioralist, obedience trainer/ personal trainer, playmate, groomer, etc. - all the hats you wear when you are home. Our responsibilities are many-fold, and they are all personalized to fit your pet's and your household's individual needs. The benefits and fulfillment of professional pet sitting so many wonderful pets far outweighs the challenges that our pet care providers face every day.

Benefitting You and Your Pets

One of the best benefits of professional pet sitting for both you and your pet is that your pet is able to stay in its own cozy home with all its familiar sights, sounds, and smells. We are often told by our clients how happy and content their pets are when they arrive home because their pets' routine was kept on schedule and they were able to stay in the reassuring surroundings of their own home.

Other benefits for you include not having to worry about making detailed travel or transport arrangements for your pet, and knowing that we can often accommodate even last minute or emergency trips. Just knowing that your pets will be well cared-for in their own home will help you to focus on your business trip or enjoy your vacation.

Additional Services



Although you are using us for this first time while you are out of town, remember we also offer mid-day and regular ongoing service (walks, etc.) for dog exercise, puppy and senior dog potty breaks and training reinforcement. Even 2-3 times per week can go a long way towards getting your dog fit and contented – a tired dog is a happy dog! Not to mention exercise for older dogs keeps those joints limber. We can also provide socialization with people and/or other dogs.

Furry Friends Referral Program

Critter Sitters offers a generous referral program. If you recommend a friend, family member, neighbor, co-worker...or whomever — within our service area — and they become our client too, you will receive a \$25 of pet care services, a choice of gift cards, or donation to your favorite charity. The more you refer, the higher the rewards up to \$40 per new furry friend family.

When your referral contacts the office to schedule their “get acquainted” meeting, just have them mention your name. Or if you prefer we can send you some of our referral cards to put your name on and hand out when you meet people who are interested. You could earn quite a bit towards your next dates with us! *(Or, if you prefer, we can donate your gifts in cash to the charity of your choice.)*

SCHEDULING

Your request for specific dates and scheduled visits must be phoned into the office or e-mailed to info@crittersittersinc.com. It has always been our policy to only accept dates of service reservations and schedule change instructions in this manner.

ANY CHANGES OR CANCELATIONS WITHIN 10 DAYS OF YOUR SCHEDULED SERVICE MUST BE CALLED INTO THE OFFICE (414-540-6326).

Please Do Not Schedule Through Your Pet Care Provider!

It is not your Pet Care Provider's responsibility to take verbal or written scheduling or cancellation requests from you. They are instructed only to ask you to call the office. No exceptions! If your schedule changes are not called into the office, they may not be processed in time.

Of course, if appropriate, you may call your Pet Care Provider in addition to calling the office, or request that your Pet Care Provider call you. We want you to be comfortable and to be able to speak with your scheduled Pet Care Providers.

We in the office will phone or e-mail you to confirm your request and to determine if there have been any changes for the care of your pet or home.

Confirmation

If a spouse or children also take messages, please be sure they communicate our message to you!
If we have not confirmed- don't assume we have received your message.

Occasionally, technology disappoints us and we do not get a request. When calling on a cell phone sometimes the message is garbled and undecipherable. **Do not assume we have gotten your message without a confirmation.**

Unexpected Changes

Without specific permission and signed authority from you, other persons (i.e. friends, neighbors, relatives, estranged spouses, children, etc.) may not alter dates, responsibilities or any other aspect of our agreed upon duties. Although we do our very best to arrive within 1/2 hour of the time you have requested for visits, sometimes we may be early or late due to weather, emergencies, or traffic conditions. In such instances, the schedule will be revised to accommodate priority pets (those on medication, those having scheduled vet appointments, etc.).

In the event your Pet Care Provider were to become ill or otherwise be unable to make a scheduled visit, someone will always be there for your pets! If circumstances change, as they sometimes do, and your Pet Care Provider cannot make a visit or another part of her/his assignment, they will enlist the help of Jane, their manager, or another staff member.

Although not always possible, we will do our best to notify you of any of these changes.

Visits are about 30 Minutes in Length.

If circumstances require us to spend more or less time at a given visit, that same amount of time will be deducted from or added to a later visit, or another Pet Care Provider may have to assume part or all of your primary Pet Care Provider's duties. You will always have someone there for your pets!

If you are a *Daily Visits*, and you wake up ill, call the office to let us know you will be home that day. Otherwise you will be charged the full amount. Any midday cancellations or additions called in after 7 pm the previous evening may be subject to full or partial charges. Repeated instances may also receive penalties in addition to full charges.

We want to always be able to help you in an emergency. So, please - an emergency is a confirmed illness, death or other unforeseeable mishap that requires last minute travel. Not just that you forgot to call us. *Please be honest if you just forgot to call us. We will be reasonable.* We all take pleasure in making your life easier and being there when you need us. Please be respectful of your Pet Care Provider, too, and plan ahead!

Remember!

If anything has changed with your pet or their health, your home, phone numbers, locks, alarm codes, vet etc. You must inform us of these updates when you schedule your dates of service.

The entire staff of Critter Sitters, Inc. works very hard to give you and your pet the very best service possible. We cannot do so if we are attending to details that could otherwise have been avoided. That is why we set guidelines and apply charges for late scheduling, frequent schedule changes, cancellations, file and account review, collecting late payments, etc. We would much rather be spending extra time with your pet or thinking of other ways to serve you better!

Waivers

Should other persons be coming into your home, a waiver will need to be on file before you depart. Please inform the office when you schedule your dates if this will be the case.

Additional Time with Your Pets and Home

Occasionally, we may find it necessary to either spend extra time with your pet, or schedule an additional visit. We may determine that your pet is not comfortable with so long a time lapse between visits. Please let us know if you would not approve of these additional visits. We will make a reasonable attempt to contact you before any changes begin. All applicable charges will be added to your bill.

Sometimes, while we are at your home, we may take a few extra minutes to eat our lunch, use the restroom, drink some ice water or warm up our coffee. We may use a bowl or plate, cup or glass. If this is a problem let us know. This would be for our convenience, so there is no extra charge to you. It would just provide your pet with a little extra company while we do paper work or make calls from our cell phones.

Future Services

You, our Client, authorizes the signed contract and/or your receipt and reading of this document and / or the information contained during and before your interview with your Pet Care Provider to be valid approval for future services permitting Critter Sitters, Inc. to accept telephone, e-mail or written reservations for service, and to enter your premises without additional signed contracts or written authorization.



All future reservations MUST be confirmed PERSONALLY with the client. For the safety of your pets- just leaving your message on our answering machine is NOT considered valid confirmation.

Out-of-town dates still need to be reserved 10 days in advance (or if possible, more than 10 days). Scheduling in less than 10 DAYS will result in the usual reasonable late scheduling fees. As always, we will do our very best to accommodate your needs at any time - **if possible**.

PAYMENT

Critter Sitters, Inc. is strictly a prepay service via cash, check or credit card.

Starter Accounts

For your first set of dates a deposit of \$165.00 (and two working keys) are required at the time of your 'get acquainted' meeting with your Pet Care Provider. If your estimated total will be more than the usual deposit, we will call you with this total before you leave. Please give Pet Care Provider a check at the time of your meeting or pay by credit card online (www.crittersittersinc.com/starter_account.php) or by calling the office (414-540-6326).

For all future dates, you will be given an estimate for the dates you have scheduled with us. This estimate may include all appropriate Holiday charges, late scheduling fees, etc. Your payment must be in the office before your departure, or you must leave a check in your home at the time of your first visit.

Please see the Package Pricing PDF for a complete explanation of all fees and charges.

Upon your return you will receive an invoice and statement for your scheduled dates, noting any credits or balance due. If you return home early, you have the right to decide if Critter Sitters, Inc. will continue caring for your pet; full payment is still expected within 24 hours from return.

If the entire deposit is not used, your balance will remain as a credit for three (3) months, after which time you may request a refund if you feel you will not need the services of Critter Sitters, Inc. again.

Balances not prepaid are to be paid immediately upon your return. A finance charge of 15% per month will be added to unpaid balances after 30 days.

A \$45.00 fee plus bank fees will be charged for any returned checks, due immediately. Should your account be put into collections, all attorney and court fees and interest accrued are your responsibility.

Express Package, Late Scheduling, Cancellations/Late Fees (Please see Package Pricing PDF, and Express Package under Pricing Packages)

LATE SCHEDULING FEES apply for all scheduled visits if you notify us with less than 10 days before the date of the change. All changes must be made by telephone.

A flat fee of \$40 will be charged for all late scheduling with less than 3 days notice.

A flat fee of \$25 will be charged for all late scheduling with less than 10 days notice.

CANCELLATION FEES: With respect to your Pet Care Provider and their support staff, it is necessary to standardize late cancellation fees. The time you have scheduled with us has been reserved for you, to the exclusion of other potential paying clients. Cancellation, therefore, reduces the income for, not only Critter Sitters, Inc., but for your designated Pet Care Provider as well. To provide some compensation to your Pet Care Provider the cancellation policies are as follows:

- If you cancel preplanned dates with less than 7 days notice, the fees will be 50% of your total (not including Sunday / Holiday fees or mileage fees or medication administration, etc fees).
- If you cancel preplanned dates with less than 72 hours notice, you will be responsible for 100% of your total (not including Sunday / Holiday fees or mileage fees or medication administration, etc. fees).

These fees are also applicable if you cut your dates short and return home early.

CHANGES TO YOUR SCHEDULE: You are allowed 2 changes per scheduled set of dates. If you have 3 or more changes you will be charged for all of the changes at a rate of \$7.50 per change request.

Changes are defined as:

- Adding more visits to any scheduled set of visits
 - Reducing number of visits
 - Changing the times of scheduled visits.
 - People you have designated now coming into your home.
 - People you had designated now not coming into your home
 - Requiring more visits than originally scheduled (including calling and adding visits to the end of your schedule from out of town)
 - Leaving later than planned
 - Leaving earlier than planned
 - Adding other pets to home after scheduling
 - Removing some pets from home after scheduling
 - Last minute changes in duties
 - Anything that changes the procedures, schedule or implementation of your pet care givers duties.
- (This is in addition to cancellation or late scheduling fees)



We are so pleased when we can help you last minute! But please realize that it takes a lot of extra work on your pet care givers part and that of the office staff to make this work out for you!

All of the fees on this section will be assessed on all situations other than verifiable illness or emergencies.

Regular Daily Visits / Walks

If you call by 7 pm the previous evening to cancel your visit the next day- you will not be charged.

If you call with less than 48 hours notice to add a visit you will be charged a late fee of \$6.00.

Sundays & Holidays

We cannot guaranty changes, additions, last minute scheduling, etc. As always, we will do our very best to accommodate you and your pet, but especially at major Holidays and busy weekends these requests might not be possible.

Late scheduling on our designated major Holidays (*see listing on next page*) will require an extra charge, and the length of the visit(s) may be slightly shorter than regular visits.

Major Holiday assignments will require a non-refundable 50% deposit 10 days prior to your scheduled dates to ensure your visit availability.

Holiday cancellations with less than 10 days notice remain at the 50% non-refundable deposit, as we would be unable to fill that time slot with another client at that late date.

Phone in! All late scheduling, changes, and cancellations must be done via telephone to ensure timely notification to your pet care provider.

NOTE: (Some of these rates may be adjusted due to other considerations per management.)

Extra Time

Should any situation arise which requires Critter Sitters, Inc. to provide more time per visit caring for your home, property or pet(s) than originally agreed upon or considered normal, charges are \$12.50 per ¼ hour, to be paid promptly upon your return. (Such situations may include illness of pet, extra cleaning, etc. or time spent waiting for workers such as plumbers, repairpersons, etc.)



Extended Visits

Should you be unable to return home for more than two days after your originally agreed upon dates of service, you must make arrangements to have Critter Sitters, Inc. compensated at that time and on an ongoing basis until you arrive home. This can be done by authorizing a credit card payment, mailing a check, or other means acceptable to Critter Sitters, Inc.

All our pricing packages already include fuel surcharges, except those clients we are servicing outside our normal service area. *See map on our website for the cities we service.*

Early Return

You, the client, will be responsible for paying for ALL scheduled visits. To avoid paying full price should you return early from a trip, CONTACT US BY TELEPHONE 48 HOURS IN ADVANCE. Communication with us is critical to your Pet Care Provider. Follow this guideline to avoid paying for services you don't need.

Holidays

Major holiday visits will require an extra charge, and the length of the visit(s) may be shorter than regular visits. On holiday assignments there will be a non-refundable 50% deposit to ensure visit availability. For holiday cancellations with less than one week's notice, the balance of the fee will be due in full as that time slot will not be available to be filled with another client.

Easter: noon Friday - midnight Monday
Memorial Day: noon Friday - midnight Monday
Independence Day: July 3rd - 5th
Labor Day: noon Friday - midnight Monday

Thanksgiving: noon Wednesday- midnight Sunday
Christmas: noon Dec. 23rd - noon Dec.26th
New Years: noon Dec. 31st - noon January 2nd

NOTE: Although we do our best to keep you informed, rates for subsequent services may be subject to change without notice.

SECURITY KEYS / LOCKOUTS

We require two (2) working keys. There will be charges assessed if there are problems, so please check the keys or other modes of entry carefully. If we are using a garage code or opener, we still need one (1) working key in case of power outages. Critter Sitters, Inc. prefers to keep all keys on file with us to simplify future visits. All keys are kept in locked file cabinets in an undisclosed location and cryptically coded.

When you need us, all you have to do is phone or email us!

Your keys are your property, and you, of course, have the right to do whatever you wish with them. We recommend keeping them on file to avoid unwanted charges, lost keys, and lock-out fees. Please see the Package Pricing PDF) for a detailed list of charges, including key return and pick up. This is also convenient for you, should you ever need to leave town quickly or require emergency service.

Leaving keys locked inside your home on our last visit is not recommended. We have had to track down friends or family with keys or employ locksmiths when the client's return home was unexpectedly delayed, and more visits were required of us.

Putting a piece of tape over locks we, or others, are not to use may help prevent lockouts. If we find that we cannot gain access to your home because of a locked screen door, after a reasonable attempt to reach you, it may be less expensive for you if we were to discreetly cut the screen to reach the inner door, locks and your pets.

Other than a supervisor, other employees, possibly trainees, no other persons will be in your home. Anyone not an employee must be OK'd by Critter Sitters, Inc. Management before entering your home.

Available Parking Near Your Home

PLEASE - Provide a safe, convenient parking space for your Pet Care Provider. If it is metered parking, these costs will be added to your invoice. If the parking space is



more than two (2) blocks away, your visit time will begin at the time of parking. If you have instructed us to park in an area where we are ticketed, that fee will be added to your invoice. Please take into consideration parking availability during festivals, parades, block parties, races or other community events.

WHAT YOU NEED TO TELL US

You will need to verbally convey all information regarding the care of your home and pets to your Critter Sitters, Inc. Pet Care Provider at the time of your "get acquainted" meeting. (It would greatly facilitate your meeting if you would also write down any specific instructions or directions you deem necessary for the care of your pet and/or your home such as administering medications or supplements, adjusting your lighting or blinds, furnace or A/C thermostat, or plant watering, etc.) It will then be written into your "Pet Care Questionnaire." Your instructions will be followed in detail unless common sense, professional ethics, experience or unusual circumstances dictate otherwise.

Working together with your Critter Sitters, Inc. Pet Care Provider to prepare your home and your pet for your absence is necessary to insure your homes and your pet's safety and comfort. You will be able to leave for your trip with peace of mind, knowing that your home and animal companions will be lovingly and professionally cared for.

Pet Health

It is extremely important for us to be aware of your pet's health history: whether it has had any illnesses or surgeries in the past, if it has now or has had a communicable disease, if it is currently ill or recovering from an illness or surgery, and that your pet is free from any sort of parasites. Your Pet Care Provider needs to be kept up-to-date on these issues. As your pet and homes' conditions change, you are responsible for, verbally or in writing, conveying this information to us when you call in to schedule dates. Any pet showing symptoms of illness or injury will be transported to their regular veterinarian or, after hours, to the Animal Emergency Center, during or after reasonable attempts to contact you. All charges are your responsibility.

Injury/Bites

Please inform us of ANY instances where your pet harmed someone - even if it was just an accident! This doesn't mean that we won't care for them. It just means that we may need to do things a little differently with your pet. If we have ALL the information we need, we can make informed decisions about how to best handle your pet in certain circumstances.

Injuries could include more than just scratches or bites. Pulling hard on a leash could injure your pet care provider's back if she isn't prepared - especially on ice! Or a kitty that is always underfoot can cause a nasty fall. Some cats like to jump or ride on shoulders - if your Pet Care Provider isn't aware of this, it could come as quite a surprise and cause an injury.

We need to know what scares or upsets them. We have many clients with 'sensitive' pets that need to be handled differently. If we know what the issues are we can adapt our actions to be as supportive as possible to your pets' special needs.

Changes to Your Pet Care Questionnaire

Occasionally, circumstances change after the writing of the "Pet Care Questionnaire." Be assured that any changes Critter Sitters, Inc. may make will be made with the express purpose of adapting our actions for the benefit, safety and well-being of your home, pets, property, Critter Sitters, Inc. staff or other persons, animals or property affected or involved.

PLEASE! Alert your pet care provider if you expect to have any other persons in your home or on your property while you are absent. This will necessitate a signed waiver to be on file with Critter Sitters, Inc. before you leave.



Please be sure these persons have specific instructions and schedules, as any disruption of pet or home care or schedule may void Critter Sitters, Inc. of any responsibility. The presence of any person or persons in your home for whom we have not been notified may void any responsibility on the part of Critter Sitters, Inc.

Unauthorized People in Your Home

In the event of an unauthorized friend, family member or unknown persons entering your home, Critter Sitters, Inc. has the option of discontinuing service immediately. Until these persons are removed or become authorized by you and in compliance with whatever means instructed by Critter Sitters, Inc., service may be suspended. Any scheduled visits not made due to this type of circumstance are still to be paid in full.

We will not allow any unauthorized person or persons or any other animal(s) on your property. Therefore, we strongly suggest limiting the presence of other persons on your property or in your home. Again, there must be a waiver on file in the office of Critter Sitters, Inc. before you leave for anyone you intend to allow on your premises.

PREPARING FOR YOUR DEPARTURE

Please stock up on food, supplements, cat litter, medications, waste and litter bags, light bulbs, towels for wiping muddy feet or anything else we will need to care for your pet and home. You will be responsible for reimbursing Critter Sitters, Inc. for replacement of any items we need to go out and purchase, such as food, medications, litter, leashes, collars, or any other tool or supplies that become depleted, unusable, lost or broken, plus the carrying charges which may range from approximately \$15.00 to \$20.00 per trip plus mileage.



Some Things to Consider:

Do you wish to have your mail and newspapers brought in? Will they be stopped? We always take anything on or near your house or mailbox inside and stack it away from windows etc., where it may be seen by others.

- Will you have outside lights on timers or motion sensors?
- We do not answer the telephone without specific instructions from you.
- Do you have any special instructions concerning your indoor or outdoor plants such as misting, watering, etc? (We rarely have a problem, but if you have plants with special care required, please give your Pet Care Provider very specific instructions. Although we will follow your instructions carefully, we cannot be responsible for their condition. (Plants that just need water and a little conversation usually do just fine in our care!) *Note: Large gardens or greenhouses that you would like watered usually require additional time and charges.*
- Visits start at the time of our arrival. If we cannot find a leash or other distractions occur, walks or play time may be shortened.
- Do you wish to have Critter Sitters, Inc. fill your bird feeders, squirrel feeders, etc? Please be sure to inform the Pet Care Provider of any particular feeding schedule or food preferences.
- Do you wish to have your garbage or recycling containers taken out on your pick-up day?
- Critter Sitters, Inc. will make periodic checks of any unused rooms, looking for open windows or broken pipes, etc., and checking for leaks in the basement and other rooms during inclement weather. Please let us know of any previous concerns in these areas.
- Please lock or otherwise note for us rooms you do not want us to check.
- Will you want us to check or adjust the furnace or air conditioner thermostats?

- Do you wish to have your radio or TV turned on during the day or evening to keep your pet company or to be heard by anyone approaching your home? Any specific channels? Are they on timers?

SAFETY FIRST

Inside Safety

Sometimes it may be necessary for us to suggest that your pet be confined to a certain area of the house. For instance, if your pet requires medication and is proving to be a difficult patient by running from room to room, or hiding under or behind furniture, it could be very stressful to your pet. We are not responsible for your pet's health if we have to continually chase them down to administer their medications. Your pets may actually be happier in their own comfortable room with all their favorite toys and blanket and their own water and food dish.

You may want to consider the use of a 'baby gate' to block off the area doorways for dogs. We highly recommend the wooden tension type rather than plastic. Be sure that it is in good working order, and large enough to confine your pet properly.

Be sure all toys and other items in the room are safe and sturdy enough not to be chewed apart and swallowed. This also applies to bedding and blankets, or any furniture that may be in the room. Please don't use your best blankets or towels - if your pet is a "shredder," consider using plain newspaper or nothing. As long as your pet is in a warm, dry, comfortable space, they will be fine.

On seeing the mail carrier or neighbors approaching, some dogs may become overly anxious. By keeping him or her in a quiet part of the house with a radio or television on low volume you are masking outdoor noises and creating "white noise" to keep them calm.



Crated Dogs

The same advice can be applied to crated dogs or puppies. We understand that some people may consider crate-training to be cruel, but it is less cruel than allowing your pet to tear up your furniture or carpets and run the risk of ingesting harmful materials or having them leave stains on your carpeting or floors.

Most dogs or puppies that are crate-trained are quite comfortable in their 'dens', and feel less anxious when left alone. The number one reason dogs are surrendered to shelters is due to the lack of proper housebreaking. Again, please be sure that all items in the crate are safe for your dog or puppy, especially if you add any new toys, pillows, or other items.

- We advise that your dog or puppy have his collar removed while in the crate.
- Kongs or other similar toy stuffed with treats, peanut butter, etc. make good 'busy' toys that keep puppies and dogs well entertained.
- Cat toys with catnip or 'wands' for us and Kitty to play with, or windows to watch outside are nice.
- Leave clothing with your scent for added reassurance.
- Be sure bones are large enough not to be swallowed or splintered and balls and toys sturdy enough not to be chewed apart and swallowed.
- Tennis balls are not suggested for dogs over 35 pounds unless supervised.
- Is your pet used to the bedding material? Sometimes a new pillow in their crate is an invitation to chew it up and possibly ingest materials.
- Is your pet a "dasher?" Teach your dog to sit and wait politely until you give the "OK" to go outside. It's an easy way to keep them safe.

A Note About Cats

If your cat likes to try its skill at the "escape game," consider keeping him or her in a part of the house away from exterior doors. Foyers, mudrooms and enclosed porches can all be used to provide an 'airlock' for your cat.

We are not comfortable with cats being allowed to go in and out while in our care. The dangers to kitties outside are too numerous to mention, and it is heart wrenching for us too, when a kitty goes missing, or worse.

Because cats love to climb and explore, we also advise that you move your "breakables" to a place of safety while you are gone. Please remove "fresh" flowers or plants that your pet may chew or knock over. Spilled water can quickly ruin wood surfaces.

Each home and situation has its unique needs. If you have something we have not covered here and would like suggestions, please call the office. Together we'll work on a solution.

Outside Safety / Training

We do not set training protocol for your pets. You choose your pet's trainer, and then we will work with you and the program that your trainer has set up. We do not train - we reinforce your training methods, although we may make recommendations.

If your dog is very difficult on leash when we walk with him, we may make suggestions as to how we can better get him or her under control. If your dog is unmanageable, or difficult to the point of endangering your Pet Care Provider or others, we will ask for an alternative to walking (fenced yard, playing inside after potty break, etc.) We want walks to be pleasant and safe for your Pet Care Provider and your dog.

Yards

If you have a fenced yard, please make sure that all gates work and lock properly. We strongly suggest using padlocks, other locks, or at least a bungee-type cord to secure gates. Check all of your fence line for holes, "dug outs," loose boards or links, etc. These precautions are necessary to prevent the possible theft of your pet, and to prevent children, neighbors, or meter readers from accidentally leaving a gate open and possibly leaving an escape route for your pet.

Please inspect all leashes, collars, tie-outs or any other restraints for any cracks or tears. Be sure that all items are in sturdy condition. Collars that are too loose can result in your pet getting loose and becoming injured or worse. Collars that are too tight can injure the throat if your pet pulls. If we determine that your pet's collar or leash, etc. is not safe, we will replace it. We will make a reasonable attempt to contact you for instructions, but it will be corrected. All costs will be applied to your account.

IMPORTANT!

If the restraints, caging, crates, kennel cabs, doorway gates, fencing, tie-outs, leashes, collars, etc. you have provided for your pet break or in any way become inadequate to keep your pet, property, Critter Sitters, Inc. staff or other persons or animals safe, we will purchase or manufacture any and all needed materials, or hire appropriate services to recreate a satisfactory, safe environment. You will be responsible for those fees plus any and all extra time charges, which may be involved for Critter Sitters, Inc. agents. Critter Sitters, Inc. will, of course, use common sense and keep these costs as low as possible while maintaining the integrity of any and all repairs or construction to the best of our ability.

- If you make a request that we do not recommend, we may be able to honor it as long as it is understood that this is your request and will not affect our reputation, credibility or effectiveness. We are not responsible for adverse effects, if we are willing to accommodate you in your request. A waiver for certain conditions or requests may be required.
- Should the conditions of the home, property or situation be unacceptable to the staff or management of Critter Sitters, Inc. for any reason, we reserve the right to terminate services immediately upon notice. If we have agreed to provide services while you are out of town, we will make certain that your pet(s) is/are safe and cared for until your return. Termination of services will not affect your obligation to pay in full for all services which have been rendered.



- Should your pet display aggression or other behavior that may endanger the safety of our staff or others, Critter Sitters, Inc. may suspend service until the situation is rectified to ensure the safety of all persons and pets involved.

LIABILITY

Should the pet/home owner give permission for access to their home to anyone other than Critter Sitters, Inc. staff, the owner shall waive any rights to any Critter Sitters, Inc. liability. All financial, legal, or civil actions or incidents shall be the sole responsibility of the pet/home owner unless the incident is the result of specific negligence on the part of Critter Sitters, Inc. and its employees or agents.

If transport of your pet becomes necessary for any reason, Critter Sitters, Inc. will not be held responsible in any way for injury or death of pet due to traffic accident or other mishap. *Please read all the literature again carefully if you have any questions regarding liability.*

Property hazards such as icy sidewalks or steps, loose stair steps or area rugs, etc. or injury or damage done by your pet are your responsibility and are to be covered by your homeowners insurance.

Damage to Property

Due to the unpredictable nature of pets and situations in general, Critter Sitters, Inc. is not responsible for damage to your home or belongings. We will clean up accidents as soon as we are aware of them, using the products you designate. We are not responsible for messes we did not find or for stains we are unable to remove or that were already there when service began.

Natural Disasters

In the event of a natural or manmade disaster that necessitates the removal of your pet(s) from your property for its well being, Critter Sitters, Inc. will make every effort to transport them to a safe environment. Your home and property will be secured as well as possible without risking injury to any Critter Sitters, Inc. staff.

If any of the above or any other concerns prohibit Critter Sitters, Inc. from caring for your pet(s), you will need to authorize your pet(s) to be placed in a kennel or other appropriate environment for which you will assume all charges as well as agreeing to pay for any injury to Critter Sitters, Inc. staff, or any destruction of business or personal property.

Theft

Entry to your property by persons with or without your authorization and any theft or damage therein, or the injury or death of your pet(s), or injury or damage to Critter Sitters, Inc. staff or property shall be solely your responsibility and Critter Sitters, Inc. or its agents will not be held liable in any way.

***Critter Sitters, Inc. and its agents will perform all duties stated by and requested from client via the "Pet Care Questionnaire" to the best of their abilities citing common sense and the professional ethics of this company.**

WEATHER

Winter

It would be impossible to foresee every kind of severe weather event. As a general guideline, dog walks are shorter on days that the temperature is below 15 degrees. Your Pet Care Provider will determine if the temperature is too severe for anything more than a "potty break" walk or yard run.

Snow depth combined with cold, ice, and wind can be difficult to navigate, both for the Pet Care Provider and for your pet. Icy sidewalks and steps can be a hazard to your Pet Care Provider as well as your pet. Please provide safe access to your home.

If your dog is not trained well to the leash or pulls when walking or is otherwise difficult to handle, walks when it is icy may be suspended altogether, with just a 'potty break' in the yard. However, all visits will still be the regular length - 30 minutes.

Our employees are all capable drivers and they will get to your home. In extremely hazardous weather it may happen that a dog scheduled to be seen three times a day, for instance, may only receive two visits; or a cat that has two visits scheduled may only receive one.

PETS THAT ARE ON MEDICATIONS TAKE PRIORITY IN ALL CIRCUMSTANCES!

If we are in the middle of a storm and your Pet Care Provider is dealing with questionable or hazardous road conditions, the regular visit length may also be shortened. We will do our best to make up this time when conditions allow. *NOTE: YOUR PET CARE PROVIDER MAY ONLY ADJUST THE REGULAR SCHEDULE WITH HIS/HER SUPERVISOR'S PERMISSION.*

Summer

Dog walks may also be shorter on days where the temperature exceeds 85 degrees. If weather conditions are combined with high humidity, rain, ozone, wind, lightening, etc. walks may be suspended. *Please remember that your Pet Care Provider's and your pet's safety always comes first!!*

WELCOME HOME!

Upon your return you will find a note letting you know how everything went and reminding you to call our office to let us know that you have arrived safely and that your pets are once again in your care.

It is your responsibility to let us know you are home!

If you would like the option of having Critter Sitters, Inc. continue service until we hear from you or a designated responsible party, please contact the office

Thank you for choosing Critter Sitters, Inc. to care for your pets and home!



If you have questions regarding the content of this Guidebook or would like more information on any of the subjects mentioned herein, please feel free to contact the office.

We welcome any positive input from you, our client, on any issues or subjects you deem pertinent to the safety and well-being of your property and pets.

PACKAGE PRICING

Loving pet care that comes right to your home!

No matter the reason, we come to your home as often as you'd like us to, any day of the week, any day of the year. Really! Our Professional Pet Care Providers make sure that while you're away, your pet(s) needs are met and even exceeded. We give you the peace of mind to know that your pet(s) AND home are well taken care of. And no other service can provide that!

9 Visit Packages to Choose From

Only Critter Sitters give you the freedom to select the package that's right for your pet(s). Have a litter of puppies? Live on a hobby farm? Or need some special assistance with an old friend? Familiarize yourself with our Pricing Packages to ensure you get the service you desire.

- **Standard Visit** Our most popular package designed to meet the needs of most pet owners with between 1 and 4 pets. For cats, dogs, birds, fish, reptiles and pocket pets.
- **Daily Visits** For busy business people whose pets need a midday visit over the course of the work week. Not just for dogs!
- **Golden Years** Our "senior" pets need some very special care. We can assist them in every way... taking a more gentle approach.
- **Cuddly Cuties** Puppies and kitties often need a little "extra help" and we make sure everything is A-OK.
- **Medication** Have a pet that needs special attention due to a medical condition? We can help.
- **Animal Menagerie** For the pet owner of 5 or more pets. To be honest, most of our staff has more than 4 pets, too - so we know how to help.
- **Hobby Farm Pets** Designed for large animal care (horses, llamas, goats/sheep and pigs). We know they're your special babies, too!
- **Pampered Pets** For pet owners who lovingly spoil their pets and want extra doses of everything!
- **Express Service** Scheduling less than 10 days in advance. When you're called out of town at the last minute, or need to stay at work late tomorrow night. Whatever the reason, we'll do our best to accommodate your last minute scheduling requests.

For additional details on each of the pricing packages, please visit our website:

www.crittersittersinc.com/package_pricing.php.