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sit, stay. is a bonded and insured professional service offering an in home pet care service providing complete and personalized care of our pets in the comfort of their own homes. We are dedicated to building relationships with our clients and their pets based in mutual trust and respect. Our highest priority is the comfort, safety, health and happiness of your pet and our pledge to you to provide loving care of your pets. We operate 7 days week, 365 days a year caring for dogs, cats, birds, fish, poultry and horses.

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You must confirm your reservation by email the night before your departure.

Your decision to partner with our company to provide professional pet and home care services is one we take very seriously. We commit to care for your pets with love, respect, and individual attention.

Additionally, we will perform crime deterrent activities in your home each visit to provide that “somebody’s home” appearance. We will collect mail, adjust blinds and lights, and water a limited number of plants at no additional fee. To allow us to better serve you please take a few moments to become familiar with our array of services and routine policies.

Service Overview:

1. Services provided:
 - a. Daily Visits — Daily visits are approximately 30 minutes in duration and occur between the hours of 6:00 — 8:00 a.m. and 6:00 — 8:00 p.m. Dogs generally receive two visits per day with 12 hours between visits. Clients generally request one visit per day for cats, birds and reptiles. These may occur any time of the day unless requested otherwise.
 - b. Trial Visit — A trial visit is an additional ‘get acquainted’ opportunity before you depart on your trip. It may be required to ensure that the pet will allow your sitter to safely enter the home and provide care or to allow us to become better acquainted with your exotic pet or an unusual routine. These visits are generally 20 to 30 minutes long.
2. We prefer not to share the care of your pets with anyone else. This is for your pet’s well being, the security of your home and our IC’s protection. If you desire for us to share the visit with another person (family member, neighbor, or relative), our service contract releases us from liability due to negligence of the other party. This also applies when other contracted services (carpenter, maid, carpet cleaners, etc.) will be in the home during the period of our contracted service with you.
3. With the exception of the requirement to administer time-sensitive medications, we cannot commit to be at your home at an exact time each day. Due to traffic, weather



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conditions, and the unpredictability of circumstances at prior scheduled visits that day, we still cannot guarantee an exact visit time but will make every effort to be there at the requested time.

4. Pet sitter will not provide service for loose (not contained) or chained dogs. If pets are contained in a fence or by invisible fencing when a company representative is not there, our service contract releases us from liability for incidents involving pets left outside unsupervised.
5. Our signed service contract permits us to get medical care from your veterinarian and the animal emergency clinic with reimbursement of all incurred expenses to company.
6. We cannot accept biting, aggressive, or ill pets. Pregnant pets are accepted on a case-by case basis. We appreciate honesty and full disclosure of your pet's needs and personality!
7. We reserve the right to require a paid trial visit if our company representative feels it is necessary for their safety or to become better acquainted with the pet or the daily routine.

Communication:

1. Please confirm your departure the night before you leave.
2. Please make reservations for future visits through the office so there will be no misunderstandings about your departure and arrival dates and times.
3. We require that you contact the office or your pet care provider with a "we've returned home" confirmation email.
4. Please keep the office updated with changes to information gathered during the registration interview. Of particular importance is information concerning your contact phone numbers, security system status and pet health care (medications or veterinarian) and instructions for administration of all medications must be clearly written on a separate sheet of paper.
5. Once you have scheduled services, we ask that you call the office with any changes in your travel departure or return times. If you forget to inform us of your delayed departure or early return and you are there when your pet care provider arrives for the scheduled visit, you will be charged the normal visit rate. When possible please call the night before with a change in departure or arrival times to accommodate our coordination of visits.
6. Travel plans change and "things happen" when you travel. If you find you will need us to continue service beyond the contracted period, we request that you advise us



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as soon as possible. Every effort will be made to accommodate your requests and additional visits will routinely be made at your normal visit fee. A late request fee may be added. Cancellation of pre-paid visits due to your early return will be credited towards future service visits.

Fees:

Your personal check is always welcome. First-time clients who prefer to pay by check are requested to provide the total fee to the pet care provider during the Registration Interview. For subsequent visits, you may leave the check on the counter for the pet care provider. For clients who schedule routine daily walks, payment of your anticipated monthly bill prior to the start of the month is appreciated. Adjustments will be recorded and applied to the next month's bill.

Security:

1. The company maintains strict control of your house key and security alarm code information. No personal information is annotated on your key tag.
2. We request that clients provide a house key at time of interview. Clients must also provide whereabouts of an additional key with a friend and that friend's contact information and phone number.
3. Please do not ask us to return keys by locking them inside the home on the final visit. If you request to have your key returned, it will be returned to you by mail. We can, at your request, leave your key with a trusted neighbor or in a safe hiding place outside the home. We must be able to access the home for continuing pet care if you are delayed in returning.
4. Your pet sitting representative is familiar with most home security systems but may request a "walk through" of setting and disarming your system to understand its nuances. We cannot be responsible for false alarms when systems have been armed or disarmed according to your instructions. You have several options with respect to your security code.
5. You may provide your pet care provider with your personal code.
6. You may change the code for the duration of service or provide us with a 'guest code' that is only activated during the contracted period.
7. You may choose to leave the system disarmed while you are away.



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Holidays:

1. We are busiest during the holiday periods and the snowbird season and we often are fully committed prior to these times. We strongly suggest that you make reservations at least 45 days in advance of major holidays. If paying by check, please send remit one half of your total bill for the holiday trip 30 days in advance of your departure.
2. There is a 50% cancellation fee during the Thanksgiving, Christmas and July 4th holiday seasons if we are unable to reallocate your reserved time to someone on our waiting list. Inevitably, we will turn away other clients because we reserved our pet care provider's time for your pet care needs.

These policies and fees are subject to change from time to time as necessary. **Sit, stay.** reserves the right to make exceptions to policies when prudent. We thank you for your understanding and compliance with our company policies;. Please do not hesitate to request clarification!

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Emergency Procedures

In the event of an emergency, we will make every effort to care for your animals and home. We ask that you assist us by maintaining adequate quantities food and supplies for your pets, have the necessary equipment readily accessible should we need to transport your pet. Always provide us with your current contact information while you're away. Make sure your designated emergency contact names and contact information is up-to-date.

Inclement Weather (Ice, Sleet, Snow)

Active Clients (Service in Progress)

1. The pet sitting service schedule may be changed, interrupted, or altered due to circumstances.
2. If it is not possible to drive safely to your home, your emergency contact will be notified.
3. Every effort will be made to notify you that the contingency plan has been activated.

Pending Clients (Service Has Not Yet Begun)

1. Please check with a staff member of **Sit, stay.** prior to departure to discuss options.
2. If necessary, your emergency contact will initiate service, and **Sit, stay.** will continue) complete service as driving conditions improve.



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Natural & Man-Made Disasters (Hurricanes, Floods, Chemical Spills, etc)

Active Clients (Service in Progress)

1. Every effort will be made to notify you that a disaster has occurred. Carry a **Sit, stay.** business card with you so that you have quick reference — a continuously updated message will be on the **Sit, stay.** voice mail system.
2. Your pets and home will be checked as soon as possible. If road conditions are hazardous, your emergency contact will be notified. You will be notified of any damage to your property.
3. The service schedule may be changed, interrupted,, or altered due to circumstances.
4. If necessary, please return home as soon as possible. Contact a staff member of **Sit, stay.** upon your arrival home.

Pending Clients (Service Has Not Yet Begun)

1. Please check with **Sit, stay.** prior to departure to discuss options.
2. Pets and homes for, clients who are presently not in service will not be checked.

Personal Emergency (Accident, Illness, Death)

Active Clients (Service in Progress)

1. A **Sit, stay.** staff member will make every effort to provide scheduled service as agreed.
2. The service schedule may be changed, interrupted, or altered due to circumstances.
3. If necessary, your emergency contact will be notified to assist in providing service.
4. Depending on circumstances, **Sit, stay.** will resume service as soon as possible.
5. Every effort will be made to notify you that the contingency plan has been activated.

Pending Clients (Service Has Not Yet Begun)

1. A **Sit, stay.** staff member will make every effort to contact you to discuss options. If all **Sit, stay.** staff members are unable to provide you with scheduled service, please make other plans and confirm any changes with **Sit, stay.**.
2. Depending upon the circumstances, **Sit, stay.** will provide services as soon as possible.

Guarding Your Privacy

In conducting business with you, it is extremely important that all information provided by you is kept completely private and secure. We do not exchange our customer information with other companies or organizations, even other pet sitting companies. The following privacy notice discloses the practices for our business, **Sit, stay.**, and covers all information collected by us, or provided by you, either in person, over the phone, or via this website.

We (**Sit, stay.**) are the sole owners of the information collected on our website. We will only collect information that you voluntarily give us via any media (email, phone, in person,



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website, etc.). We will not sell, rent or disclose this information to any other person, persons, company or organization without your expressed written consent. The information you provide will allow us to respond to your request for services to be provided by **Sit, stay**.. The information you provide will not be shared with third parties, other than as necessary to satisfy your service request, any only with your full prior knowledge.

Unless you ask us not to, we may contact you via email in the future to tell you about special offers or changes to our services or policies.

You may opt out of any future contacts from us at any time by contacting us via the email address or phone number given on our web site. You may contact us at any time to see what data we have about you and make any changes, corrections, deletions or express any concern you have about our use of your data.

We take precautions to protect your personal and private information. When you submit information to us, regardless of the method used, your information is protected both online and offline. The computers and servers in which we store your information are kept in a secure environment. If you feel that we are not abiding by this privacy policy, or have any questions relating to this policy, you should contact us immediately via telephone at (403) 400-1751 or via email at colleen@sitstay.ca.