



## Policies

### **Operating Area**

Floppy Ears Pet Care is based in Berkeley and operates in Berkeley, North Oakland, and Emeryville.

### **Communication**

Please call (510) 859-EARS (3277) or email [floppyearspetcare@gmail.com](mailto:floppyearspetcare@gmail.com) for any appointments/cancellations, and await confirmation from a Floppy Ears Pet Care Caregiver. Even if you have received calls from a Caregiver's personal phone number, please continue to use (510) 859-EARS as the contact number (including it in your phone's contact list may be helpful!).

Appointments and cancellations may not be made through text messaging. Please avoid contacting Caregivers on their personal phones unless you have made an agreement to do so beforehand.

### **Billing and Payment**

For non-regular house-sitting or walking/visiting arrangements: payment is due in full at the start of service. Payment will not be deposited until service is complete.

For recurring walking/visiting services: payment is due seven (7) days past invoice and you will be emailed an invoice at the end of the month. Additional services for recurring clients, such as house-sitting, will also be included on your monthly invoice.

A late fee of \$10 may apply to payment past due. Floppy Ears Pet Care accepts personal and business checks and cash. Please make checks payable to Floppy Ears Pet Care, and please do not post-date checks. A \$30 fee may apply to returned checks.

### **Cancellations**

House-sitting cancellations must be made the number of house-sitting days prior to start of service. For example, a two-night reservation must be cancelled at least two days prior to the start of service; a week-long reservation must be cancelled at least a week prior to the start of service. Cancellations made after the given deadline may be subject to a cancellation charge of 50% of the original service fee.

Walk/house visit cancellations must be made by 10:00 PM PST the night prior to the walk/visit. Cancellations made afterwards may be subject to a cancellation charge of 100% of the original service fee.

A cancellation is only valid if you have received confirmation from a Floppy Ears Caregiver.

If you have not made a cancellation and we are unable to access your home at the time of service, we will attempt to contact you immediately. If we cannot reach you, you may be subject to a cancellation charge of 100% of the original service fee.

Although Floppy Ears Pet Care does everything possible to avoid cancellations on the part of our Caregivers, should an emergency occur, you will be given as much notice as possible. Cancellations will be credited back the full payment if payment has already been rendered.

### **Household and Neighborhood**

Please notify any applicable parties (neighbors, neighborhood watch associations, relatives, etc.) that a pet-sitter will be on your property during scheduled service periods. Floppy Ears Pet Care greatly appreciates your help in preventing everyone, especially the hardworking members of the local police department, from facing an unnecessarily stressful and confusing situation.

Please notify Floppy Ears Pet Care of any parties (relatives, friends, cleaners, gardeners, repair technicians, etc.) who may be on your property during scheduled service periods.

The safety and wellbeing of your pet(s) and home is a top priority. Floppy Ears Pet Care will follow your standard safety procedures for your home: locking the appropriate doors, setting any alarm system, and keeping the premises neat and looked-after. Your house key will remain in the sole custody of Floppy Ears Pet Care for the duration of the service and no copies are ever made without your permission.

### **Supplies**

Please ensure that there is enough food and supplies for your pet(s) during the duration of service. Should the food supply or other essentials run out, Floppy Ears Pet Care will purchase a replacement as similar to the original as possible, and you will be billed for the purchase.

Raw food or other special diets must be prepared prior to service and frozen or refrigerated. Please provide detailed written instructions for feeding and supplements (if applicable).

### **Licenses and Vaccinations**

Floppy Ears Pet Care requires all dogs to be spayed/neutered, have a valid California Pet License, and to be current on vaccinations. Please have vaccination records available upon request and accessible for the duration of service.

Required vaccinations are rabies and DHPP (distemper, hepatitis, parainfluenza, and parvovirus). Vaccines for bordetella (Kennel Cough) and leptospirosis are recommended but not required.

### **Health and Safety**

Floppy Ears Pet Care is committed to upholding excellent health and safety standards for your pet(s) as well as its Caregivers. In severe danger, emergency or declared disaster, Floppy Ears Pet Care cannot

compromise the health and safety of its Caregivers and any decision by a Caregiver to compromise his or her health and safety is not representative of Floppy Ears Pet Care company policy.

Due to the social nature of pet care services, Floppy Ears Pet Care must be on the guard for communicable diseases. Caregivers are vigilant and frequently wash hands, but pets socializing in groups may communicate disease by proximity. Floppy Ears Pet Care reserves the right to refuse any services at any time for any pet that, in its sole determination, is unhealthy or who may otherwise be a hazard to itself or others. This further includes any pet that behaves aggressively or evidences otherwise inappropriate behavior. Floppy Ears Pet Care may refuse service at any time for a pet that shows aggression or behaves uncontrollably.

### **Holidays**

Floppy Ears Pet Care is open for services on every standard holiday. All services are subject to an additional \$10 per service on the following holidays:

- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Holiday (Wednesday through Sunday)
- Winter Holidays (December 24<sup>th</sup> through January 1<sup>st</sup>)

Regularly scheduled appointments will occur on these days, and holiday fees apply. For cancellations, please see the above cancellation policy.

Floppy Ears Pet Care is closed July 9-16, 2012, as well as another set of dates TBA (most likely in April). We apologize for any inconvenience!