

## WARWICK WAGS SERVICE POLICIES

1. "Warwick Wags" agree to provide the services stated in our agreement in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against "Warwick Wags" unless arising from negligence.
2. Services are provided by Madelyn Schloicka and/or Warwick Wags sitter. In case of emergency, coverage by other independent pet sitters which have been approved by Warwick Wags may be necessary to continue care. Clients will be notified if this emergency coverage will be necessary so the client can approve or make other arrangements. Payment to the independent pet sitter will be provided by Warwick Wags unless other arrangements have been made with the client. Independent pet sitters provide their own pet sitting insurance coverage and will be responsible for their own actions.
3. Any additional visits requested or necessary, shall be paid for at the agreed rate. Any additional necessary costs such as food, supplies, or vet fees shall be paid for by the client or reimbursed to Warwick Wags if necessary. Emergency situations may require additional time or supply costs. An invoice and receipts will be provided should any of the above should occur.
4. "Warwick Wags" shall not be held responsible for the loss, injury, or death of any pet(s) that the client has instructed to remain outdoors, or has instructed the sitter to allow outside without supervision.
5. The client fully understands the contents of this agreement, and by signing the Service Agreement, takes full responsibility for prompt payment within 10 days of completion of services contracted if not paid for in advance. Payment is requested in advance (left at your home for my first visit). I do accept checks, Venmo and cash. At this time, I cannot accept credit cards.
6. If an animal has a history of aggression or biting, I reserve the right to refuse service. Aggressive dog bites must be reported to local authorities as provided by law. The client (owner) will be liable for the sitters medical care, expenses and damages that result in an animal bite if due to aggressive behavior. (Playfulness is not considered aggressive and it is understood that playful accidents may happen, and would not be considered an act of aggression.)
7. "Warwick Wags" will not be held liable for damages your pets have done to your home between visits (such as chewing, scratching, bodily fluids, damaging furniture, etc) unless arising from "Warwick Wags" failure to follow written instructions provided by Client.
8. Warwick Wags accepts no responsibility for security of the premises or loss if other individuals have access to the home while I am scheduled to care for your home and pets.
9. Dogs and outdoor cats must have a current/valid rabies vaccination.
10. Pet and home visits are scheduled between the hours of 7 am and 10 pm. Exceptions such as administering medications at a particular time, etc. can be made. I may arrive as late as 10:30pm upon my own scheduled needs. If a visit is specifically requested to be after 10:00pm, a late-night charge of \$15 may be added to the normal visit charge.
11. If you are to cancel less than 24 hours notice for walking or visits you will be charged 50% of service fee. If I am already en route to the scheduled visit, the agreed upon rate will be charged. Medical emergencies and inclement weather conditions will not be included in this policy.
12. INCLEMENT WEATHER: In the case of inclement weather (ice/snow/flood on the roads), I will make the attempt to provide services at the agreed upon time period. However, there may be times the roads are completely impassable. In those cases, I will care for your pet as soon as

roads are passable. If the inclement weather is predicted on the news, I will safely restrict your pet in an area of your home that will not be damaged by "potty accidents". If I cannot perform a service, I will either credit or refund that particular visit missed.

SEE REVERSE SIDE FOR FEE SCHEDULE

#### CURRENT FEE SCHEDULE

Rates subject to change as necessary. Clients will be notified on an "as needed" basis of current rate per visit.

Fees:

PET SITTING/DOG WALKING: starting at \$30

OVERNIGHTS: additional \$50

KEY PICK UP/RETURN

\$10 - this is if I need to do a special trip just to pick up key.

HOLIDAY CHARGES: An additional \$5/visit charge will be applied to the following major holidays:

- New Years Eve
- Christmas Eve
- Christmas Day
- Thanksgiving
- July 4th
- Memorial Day weekend (Saturday Sunday Monday)
- Labor Day (Saturday Sunday Monday)