

## Let's Avoid "Awkward."

We want you to love us as much as your pets love us. We don't want a misunderstanding to get in the way of a great relationship. What follows are some basic policies about how Like My Own Pet Sitting LLC operates.

### Scheduling

We schedule appointments on a first-come, first-service basis, and will do our best to accommodate your needs. The professional pet-sitters of Like My Own Pet Sitting LLC will visit your pets at the times you request as closely as possible. However, if an unforeseen situation arises, we may have to adjust the time of the visit(s). If you have time-sensitive issues — administering medicine, vet or grooming appointments, package acceptance, home maintenance, etc., please let us know in advance so that we can accommodate you.

Visits are scheduled through the on-line system, which you can easily access via the Like My Own Pet Sitting LLC website. (Please notify us if you need assistance). Online scheduling is easy, secure, and available 24/7. Best of all, once your request has been approved and added to the Like My Own Pet Sitting LLC schedule, you will automatically receive a confirmation email. The system will also generate your invoice.

There is a video tutorial on how to sign in for the first time on our website. We will also be glad to walk you through the process.

**Making appointments via text, email, or phone calls will not be considered "official".** There are just too many variables involved . . . one of which is potential human error on our part!

### Payment

Like My Own Pet Sitting LLC accepts checks, cash, Visa, or MasterCard. When we approve your scheduling request, we send you a confirmation so you will know exactly how much is due. Typically, first time clients are requested to make payment before the first day of service. Checks should be made payable to "Like My Own Pet Sitting LLC." If you believe there is a problem with your bill, please notify us immediately so we can investigate the discrepancy.

In order to pay by credit card, your information must be entered in your online profile. We do not have access to your credit card number, therefore, we will send you an invoice from which you may pay.

After reviewing your invoice, you will "press" the Pay Now button and the transaction will be initiated.

Please note that if your check is returned by the bank for insufficient funds, we will assess a \$50.00 charge, and will likely require you to make future payments via cash or credit card only.

### Last Minute Requests

If we can get there and still fulfill our previously-scheduled commitments, we will be happy to add you to the schedule for an Emergency Fee of \$5 per visit.

### Cancellation Policy

We understand that plans can change. It happens. Our cancellation fee covers the administrative cost of rescheduling and the potential loss of other appointments.

Cancellations are refunded under the following schedule:

- If cancelled two weeks prior to first visit, 100% is refundable.
- One week prior to first visit, 50% is refundable.
- At least 3 days prior, 25% is refundable.
- Less than three days, 0% is refundable.

### Holiday Scheduling & Cancellations

Holidays are busy! Book early!! Holiday reservations must be secured with a credit card at the time of booking. The following major holidays are our busy times: Easter weekend, Memorial Day weekend, Independence Day Week (July 2nd – 5th), Labor Day Weekend, Thanksgiving Week, December 20th – January 4th.

Because other clients may have been turned away after your appointment filled available slots, we assess a fee for cancellations if your service was scheduled around a major holiday. If you know you no longer need your appointment, please call us, so we can refund at least part of your reservation. Holiday cancellations are refunded under the following schedule:

- If cancelled two weeks prior to first visit, 100% is refundable.
- One week prior to first visit, 50% is refundable.
- At least 3 days prior, 25% is refundable.
- Less than three days, 0% is refundable.

## Late Payments

We understand – you were rushing around packing, and forgot to leave the check on the fridge for us. It happens. We waive a late fee for service provided you pay in full within 7 days of completion of service.

If payment is not received by the 7th day after your return however, we assess a late charge of 10%, compounded monthly. We reserve the right to insist that payment be made via credit card in advance of service if you repeatedly forget to leave payment for us.

## Minimum Visits

For the safety of your pets, cats must be visited a minimum of once every other day. Dogs must be visited at least twice per day. If there are special circumstances affecting the number of visits your pet needs, please discuss these with Tom at the initial meeting.

## Keys

Two keys must be provided at the time of the initial consultation. Tom will test both keys at the time of the first meeting.

If you anticipate future visits, we prefer to keep keys on file (reducing the number of trips to pick up and return keys.) **Keys are only identified with the pet names.** First-time clients may specifically request to have their keys returned to them, and we are happy to do this, free of charge (via mail or in person), after the first pet sitting job only. After the initial visit, it is your responsibility to make arrangements to pick up your key from the business office or pay for the cost of having it sent back to you by mail or by courier. There is no charge if keys are kept on file.

## Medications/Vaccinations

We understand that it is doubly stressful to travel when your pet is sick. Like My Own Pet Sitting LLC pet sitters will attempt to administer medications as directed by you but cannot be held responsible for complications that arise as a result. If your pet requires medications, you will be solely responsible for ensuring that it is available and accessible when your pet sitter arrives. A reasonable attempt will be made to administer your pet's medications, but in the case of an excessively fearful dog or a reluctant cat, we cannot guarantee success. If you have such an animal, please raise this issue with your pet sitter during the initial consultation or as soon as you learn of it.

For the safety of other customers, under no circumstances will Like My Own Pet Sitting LLC service any pet that has any form of contagious illness. Additionally, Like My Own Pet Sitting LLC requires that all pets to be up-to-date on their vaccinations and immunizations before service begins.

IF A LIKE MY OWN PET SITTING LLC PET CARE PROVIDER IS BITTEN OR EXPOSED TO ANY DISEASE OR AILMENT RECEIVED FROM THE CLIENT'S PET(S), YOU WILL BE RESPONSIBLE FOR ALL COSTS AND DAMAGES THAT RESULT FROM THE BITE, EXPOSURE, OR CONTACT.

## Pet and House Clean-up

Like My Own Pet Sitting LLC will properly dispose of pet waste and do our best to clean up any accidents your pet may have. Like My Own Pet Sitting LLC is not responsible for carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags and indicated where you would like the waste disposed of.

## Supplies & Food

Run out of food in the middle of our contract period? We won't let your baby go hungry! Like My Own Pet Sitting LLC is happy to pick up extra food, supplies, etc. during our contract period, and will charge the credit card you used to make your reservation for the actual cost of the supplies (or invoice you, if you paid by cash or check).

## Inclement Weather

Inclement Weather such as severe storms, hurricanes, snow or ice conditions can force all of us to change our plans. Like My Own Pet Sitting LLC pet sitters will use good judgment in caring for your pets(s) and home if we are servicing you at the time of inclement weather, and will try to carry out your instructions to the best of our ability, regardless of the weather. Your pets' safety and the safety of our pet sitters are our first priority.

Our inclement weather plan is as follows: 1) Every reasonable effort will be made to drive to your home, even during inclement weather; 2) The service schedule may be changed, interrupted, or altered, if doing so will allow your pet sitter to reach your home; 3) If it is not possible to drive safely to your home, we will notify the emergency contacts you identified on your online pet portal for assistance; and 4) We will resume visits to your home as soon as it is safe to do so.

Please note that Like My Own Pet Sitting LLC is not responsible for any event which may occur as a result of your failure to identify emergency contacts in your pet portal.

We will always notify you whenever we have implemented a contingency plan, and your pet-sitting schedule is different from what we had planned.

## Strangers in the House

Like My Own Pet Sitting LLC is a licensed and insured professional pet sitting company. We take seriously our obligation to protect your pets and your property while we are in your home. For this reason, it is critical that you inform Tom if another person will be in your home while you are away – whether that is a relative or friend, a lawn care specialist, a cleaning contractor, or repair person. We will always call the police if we suspect suspicious behavior or see unauthorized people on the property.

LIKE MY OWN PET SITTING LLC CANNOT BE HELD LIABLE FOR ANY DAMAGES TO PROPERTY OR PETS IF YOU ALLOW OTHERS ACCESS TO YOUR HOME DURING A LIKE MY OWN PET SITTING LLC CONTACT PERIOD. HAVING OTHERS IN YOUR HOME DURING A CONTRACT PERIOD INVALIDATES LIKE MY OWN PET SITTING LLC'S PET SITTER INSURANCE. THEREFORE, BY ENGAGING OUR SERVICES, YOU AGREE THAT IF YOU ALLOW OTHERS ACCESS TO YOUR HOME, YOU WAIVE ANY AND ALL CLAIMS AGAINST LIKE MY OWN PET SITTING LLC THAT MAY ARISE DURING THE CONTRACT PERIOD AND INDEMNIFY LIKE MY OWN PET SITTING LLC, ITS OWNERS, CONTRACTORS, AND VENDORS FOR ANY DAMAGE OR INJURY WHICH MAY OCCUR.

If you do have visitors/contractors in your home, please also notify those people that Like My Own Pet Sitting LLC is coming so that your visitors are not surprised by our entrance.

## Fences, Pet Doors, and Wide Open Spaces

Fenced-in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play off-leash. Pet doors can be very convenient in allowing cats and dogs to let themselves out for bathroom breaks without waiting. However, no fence system is totally secure, and small humans can squeeze through some pet doors.

Like My Own Pet Sitting LLC will never leave your animal off-leash in a fenced area (whether the fence is electronic, metal, wood, or something else) unless you ask us to do so.

Please note that if you ask us to allow your pets off-leash outside, you are assuming the risks associated with your pet's escape. These include, for example, the risk that your pet could become lost, injured, or even killed. BY DIRECTING US TO TAKE YOUR PETS OUTSIDE IN YOUR FENCED YARD, YOU FOREVER WAIVE ANY AND ALL CLAIMS THAT ARISE AGAINST LIKE MY OWN PET SITTING LLC WHICH ARISE FROM THAT ACT, EXCEPT IN CASES OF GROSS NEGLIGENCE. Like My Own Pet Sitting LLC cannot be held liable for any damage to your pet, other pets, or other peoples' property if you ask us to take your pet out to a fenced area.

Similarly, Like My Own Pet Sitting LLC cannot be held liable for any damage that occurs to your pets or property where you allow your pets to go inside and outside via a pet door, unmonitored.

## Pet Doors and Unsecured Pets

Some wild hearts can't be tamed. That said, Like My Own Pet Sitting LLC will not be responsible for free-roaming or outdoor pet(s) in the event of illness, injury, loss or death. We strongly advise owners to have some form of permanent ID for each pet, and that your pets remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

## Pet Proofing

It is your sole responsibility to "pet-proof" any areas of the home and/or property to which your babies have access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet(s) or restrict access to specific areas. Like My Own Pet Sitting LLC does not assume responsibility and has no liability for any injuries the pet(s) may sustain or property damage the pet(s) may cause while in their own home or on their own property.

## Animal Behavior

Animal behavior can be unpredictable. Except in cases of gross negligence by your pet sitter, Like My Own Pet Sitting LLC cannot be held liable for animal behavior, normal or otherwise, which results in injury to your pets or property. Further, if a Like My Own

Pet Sitting LLC pet care provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either this Like My Own Pet Sitting LLC pet care provider or by the animals.

## Security Systems

If you have an alarm system, you will need to show Tom how to use it during the initial consultation, and provide the security code. Like My Own Pet Sitting LLC will not be held liable for any charges associated with police visits if you fail to provide us with the correct access code information.

## Stuff Our Lawyer Makes Us Include

By scheduling service, you are entering into a contract with Like My Own Pet Sitting LLC wherein you accept these policies and agree to be bound by them as written, unless you and Like My Own Pet Sitting's authorized agents reach a written agreement to the contrary. Like My Own Pet Sitting LLC is based in DeKalb County, Georgia, and you consent to personal jurisdiction and venue in DeKalb County, Georgia for any disputes between you and Like My Own Pet Sitting LLC. If we are forced to pursue litigation of any claim against you, you will be responsible for the original amount owed, any accrued late charges, interest, and all costs incurred by Like My Own Pet Sitting LLC, including attorney's fees and court costs. You will also become ineligible for scheduling future appointments. You may not use "charge backs" on a credit card as a method of dispute resolution, and shall be responsible for any costs associated with or resulting from doing so. In the event any part of these policies are void, invalid, or unenforceable, the invalid provision shall be stricken and the rest of these policies shall survive intact and shall be

fully enforceable. As an alternative to formal litigation, you agree to participate in mediation in good faith, if requested by Like My Own Pet Sitting LLC, for the purpose of resolving a dispute, and consent to paying one-half of the cost of the mediator's fee.

## How To Get Started

You can get started in several ways. You may choose to *fill out the Service Request form* on our website ([likemyownpetsitting.com](http://likemyownpetsitting.com)) or *call Tom Patterson* at 404-345-5682 or email [tom@likemyownpetsitting.com](mailto:tom@likemyownpetsitting.com) to schedule your initial consultation. The initial consultation is a free service whereby we meet in person, get to know each other a little, and go over the information in your Client and Pet Profile. It is also a chance for your pets to meet (and approve!) Tom as a caregiver and for you to familiarize us with your home and your pet's routine. We ask that you have two sets of keys ready at this time.

## Online Client and Pet Profile

Prior to your initial meeting with Tom, Like My Own Pet Sitting asks you to set up a new Client and Pet Profile through its website, providing information about your pets and their needs, medical conditions, schedules, and emergency contacts. Tom will review this information and these Policies with you during your initial consultation. Booking service during or after the initial consultation will be deemed to be your acceptance of these policies.

## Still Have Questions?

Email Tom directly at [tom@likemyownpetsitting.com](mailto:tom@likemyownpetsitting.com) or call 404-345-5682.