



The Mutt Squad, LLC

9524 W Camelback Rd #130-272 Glendale, Arizona 85305
602-492-8976 Fax: 623-321-1930
www.azmuttsquad.com

The Mutt Squad, LLC Guidelines/Policies

The information in this document is meant to cover all services that The Mutt Squad offers. Depending on what you are hiring us for some of the information herein may not apply to your specific situation. However, should the need arise for us to provide a new service for you we will be able to do so quickly and easily without the need for you to sign another set of guidelines or a new waiver.

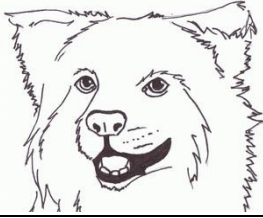
General Guidelines and Policies

1. **Pet Sitting** visits are 7 days a week beginning at 7 a.m. The latest regular visits are scheduled for 9 p.m.
2. **Dog Walking** sessions are available 7 days a week during daylight hours only.
3. **Visit Times:** The Mutt Squad, LLC will visit at the requested times as closely as possible. However, if we are caring for multiple pets, the times may be shifted a little to accommodate our clients. We will do our very best to arrive at the appointed times.
4. **Inclement Weather:** In the event of inclement weather, The Mutt Squad, LLC has requested on your paperwork the name and phone number of a person living nearby. If The Mutt Squad, LLC is physically unable to reach your home due to impassable roads, please provide us with this information so that we can contact this person to request assistance. Your pets' health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.
5. **Additional Pet Care Assistance and Other Scheduled Services:** We all want our pets to have all the love and attention they deserve, but please be advised that if other persons are entering and exiting your home, The Mutt Squad, LLC cannot be held liable for any damages or problems that may arise as a result. Please inform us at the time of each service of anyone who may have access to your home while you are away. This includes cleaning services, repair persons, friends, family and neighbors. The Mutt Squad, LLC does not accept liability for other persons who will be in your home during pet care services.
6. **Vaccinations/Immunizations:** The Mutt Squad, LLC requires that all pets have the necessary vaccinations and immunizations before service begins. A current rabies certificate from your veterinarian is required for all dogs. Other shot records may also be requested.
7. **Unforeseen or Requested Purchases:** The Mutt Squad, LLC will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet while you are absent or while performing other services. We will retain a receipt and the pet owner is responsible for reimbursement of these items including travel time to acquire them.
8. **Pet Waste:** The Mutt Squad, LLC will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
9. **Leashes:** All dogs will be required to be on leash during outdoor walks.



• Dog Socialization • Pet Sitting • Dog Walking •

Where Your Pet's Happiness and Well-Being is Our First Priority



The Mutt Squad, LLC

9524 W Camelback Rd #130-272 Glendale, Arizona 85305
602-492-8976 Fax: 623-321-1930
www.azmuttsquad.com

10. **Animal Behavior:** Animals behavior can be unpredictable. The Mutt Squad, LLC does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if a The Mutt Squad, LLC 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 the The Mutt Squad, LLC Pet Care provider or by the animals.
11. **Fences:** Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. **However, no fence system is totally secure.** The Mutt Squad, LLC does not accept responsibility or liability for any clients' animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.
12. **Pet Sitting: Other dogs:** We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
13. **Pet Sitting: Pet Sitter Safety:** If your animal is in anyway aggressive to the pet sitter, then, at their discretion, they reserve the right to cease interacting with the dog in ways that seem to cause that aggressive behavior. For example, if the dog nips, bites, snarls, etc., when the pet sitter is putting on, or taking off, a leash in preparation for a walk, then the walking will be eliminated from the schedule for that dog. This is for the safety of everyone involved, including the dog, since if they bite their pet sitter, it may interfere with the care-taking of the animals of the house until their owners return. This is within reason, and the dog will still be fed and watered, as well as exercised to the best of the pet sitter's ability without placing anyone in danger.
14. **House Cleanliness:** The Mutt Squad, LLC will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents above and beyond the normal amount anticipated, The Mutt Squad, LLC will charge a reasonable fee for clean up time. The house will be maintained to a normal standard but clients are respectfully asked to remember that Pet Sitters are not Housekeepers.
15. **Privacy Policy:** All of your information will be kept private and confidential. The Mutt Squad, LLC highly respects our clients entrusting us with the care of their loving pets. We do recommend that you inform a trusted neighbor that while you are away, The Mutt Squad, LLC will be caring for your pets.
16. **Household Emergencies:** Please leave the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to; leaking pipes, malfunctioning water heaters and heating and air units.
17. **Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, The Mutt Squad, LLC will adjust the thermostat. This is to ensure the health and comfort of your pets and The Mutt Squad, LLC during our time of service.
18. **Early Returns/Last Minute Changes:** It is not unusual for trip plans to change at the last minute. However, please understand that The Mutt Squad, LLC carefully schedules our time to service you and our other clients. Payment for services not used will be applied toward the next visit.



• Dog Socialization • Pet Sitting • Dog Walking •

Where Your Pet's Happiness and Well-Being is Our First Priority



The Mutt Squad, LLC

9524 W Camelback Rd #130-272 Glendale, Arizona 85305
602-492-8976 Fax: 623-321-1930
www.azmuttsquad.com

19. **Cancellations:** The Mutt Squad, LLC requires at least three days notice prior to the first date of service to cancel without penalty. Notice provided within one to three days prior to the first date of service will result in a \$25 cancellation fee. With the exception of verifiable emergencies*, cancellations received within twenty-four hours of first date of service will result in a cancellation fee of 50% of the total invoice for scheduled pet care. Upon the third cancellation incident (and any incidents thereafter) with less than twenty-four hours notice, 100% of total invoice will be due. All costs pertaining to collection of fees will be payable by Client. Enforcement of cancellation fees is made at the sole discretion of The Mutt Squad, LLC.
20. **Holiday Cancellations:** With the exception of verifiable emergencies*, any cancellations prior to a major holiday; i.e.: Christmas, New Years, Easter, Memorial Day, July 4th, Labor Day and Thanksgiving **with less than a four day notice** will result in 50% of the total invoice for scheduled pet care to be paid. We request your understanding that Holiday travel is a peak service time for pet care. Enforcement of cancellation fees is made at the sole discretion of The Mutt Squad, LLC.
21. **Payment:** The Mutt Squad, LLC accepts cash, checks or PayPal. **For first time clients payment is due at time of consultation or before the date of the first visit/walk/session.** For established clients payment is due on the first day of the scheduled service or as billed. Please make all checks payable to The Mutt Squad, LLC. If, for any reason, pursuit of collection should become necessary, Client is responsible for all fees incurred by The Mutt Squad, LLC pertaining to said collection.
22. **Returned Check Charges:** There is a \$50 fee for all returned checks in addition to fees for services rendered. Client is responsible for all costs pertaining to collection.
23. **Late Fee Policy:** When the service concludes, a due date is given by The Mutt Squad, LLC that varies based on the service performed. Once that due date has passed, a late fee of one dollar (\$1) a day for every day past the due date will be added to the total bill.
24. **Key Security:** The Mutt Squad, LLC codes keys such that they cannot be matched to your personal information and are kept in a hidden, secured lockbox. It is required that you get a spare key made specifically for The Mutt Squad, LLC. Keys are maintained on file until such time that their return is requested in writing at which point they will be mailed via USPS return receipt requested. Our hope in this policy is to make your trips as convenient and seamless as possible. Additionally, should you have to leave town unexpectedly, arrangements for additional pickups are not required leaving you with one less thing to worry about. The Mutt Squad, LLC will not be responsible for keys once they are out of our possession.
25. **Photos and/or Videos:** The Mutt Squad may take photos and or video of your pet during the course of working with them. Your personal information will always be kept in the strictest confidence when these items are used.

** verifiable emergencies include extreme weather, life threatening emergencies, death in the family and changes in travel arrangements not within control of the Client.*



• Dog Socialization • Pet Sitting • Dog Walking •

Where Your Pet's Happiness and Well-Being is Our First Priority