

## Disclaimers & Fine Print Version 6 – updated 7/1/09

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### Sitters

Pet sits are performed by Jason Hofmann (the owner of 203 Pet Service LLC, hereafter referred to as 203PET) and by independent contractors or employees (STAFF) on behalf of 203PET. All STAFF used by 203PET have successfully passed our background check, and are covered by our liability insurance and bonding when performing visits on behalf of 203PET. Although it is the intention of 203PET to notify clients in advance which sitter will be performing visits, it is understood that on occasion it may be necessary to substitute one pet sitter for another without prior notification to or meeting with the client. Regardless of who performs the visits, 203PET and any pet sitters working on behalf of 203PET will make every effort to provide care as requested and at the approximate visit time requested by the client.

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Our STAFF are under contract with 203PET, and are prohibited from accepting service requests of any kind directly from 203PET clients during and for up to two years after the completion of their contract. Attempting to solicit them for any reason will not only force your sitter into an uncomfortable position, but can also result in termination of your service with 203PET. Clients are always responsible for payment to 203PET when service is rendered by a sitter under contract with 203PET.

### Payment Policy

Our payment policies are designed to allow us to spend a minimal amount of time on bookkeeping & banking, so we can focus our energies on what we do best – caring for your pets! Payment for service is due for all scheduled visits no later than the first day service begins. For dog walks clients with reoccurring monthly service we will charge your credit card on the first of the month.

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Clients who have service with us every week, payment is due on Monday (or the first visit of the week) for all visits during that week. Payment can be made by credit card (our preferred payment method), check or cash. We accept Master Card, Visa, Discover & Amex, and an initial authorization form must be on file with 203PET in order for us to process payment using a credit card. Clients who have additional charges incurred during their pet's care must remit payment immediately upon their return for the balance due unless we have your credit card on file.

## Potential Additional Charges

- – If payment is not rendered promptly at the start of service, an administrative fee of \$1.00 per visit will be applied (\$5.00 minimum charge). The administrative fee is applied each time 203PET issues a bill for services already rendered (approximately every thirty days). On the second violation of our payment policies, any discounts given will be eliminated and the current visit rate will be used going forward. On the third violation we will charge your credit card in full at the time of booking future service and we will not be able to provide credits or returns for canceled service.
- – Checks that are returned by the bank are subject to a \$35.00 fee.
- – If additional time beyond the standard visit is required due to pet illness or accident, the client will be billed accordingly.
- – Sufficient food, litter, and medication should be provided by the client, but if additional supplies need to be purchased so we can properly care for your animals, we will do so. In that case, the client agrees to reimburse 203PET for any costs, and to pay a \$20.00 service fee.
- – It is the standard procedure of 203PET to keep your key on file for future visits. If you would like your key returned on the last visit, and there is a secure location to leave it, we will do so. If an additional trip is required to drop your key off (or to pick one up) there is a \$25.00 service fee.
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## Cancellation Policy

All monies paid to 203PET for pet visits not rendered will be credited to the client's account, provided 203PET has been notified of the cancellation with sufficient time prior to the scheduled visit. If such notice is not received, the client agrees to pay for visits that were to be made within that time period. No credit will be given once travel has commenced, including early returns, cases where the pet behaves aggressively enough to warrant discontinuation of care, ect.

- – Mid day dog walking (M – F) – The client will be subject to charged the full amount for any cancellations with less than 24 hours notice on weekdays and 48 hours on weekends.
- – Pet sitting – We have a 7-day cancellation policy for pet sitting visits.

To cancel please log into your account or call the office at 203-682-6443 8 days before your departure if you need to cancel in order to get a full refund. Cancellations made 7 to 5 days before your departure date are subject to a 50% cancellation fee. Cancellations made with 4 or less days before your departure date are subject to a 100% cancellation fee. We do not give credit or refunds for early returns.

- – Overnight Pet sitting – Because overnight pet sitting is an exclusive service with limited availability we have a 10-day cancellation policy for overnight pet sitting visits. To cancel please log into your account or call the office at 203-682-6443 11 days before your departure if you need to cancel in order to get a full refund. Cancellations made 10 to 7 days before your departure date are subject to a 50% cancellation fee. Cancellations made with 6 or less days before your departure date are subject to a 100% cancellation fee unless we are able to fill the entire spot that you had previously booked with your sitter. We do not give credit or refunds for early returns.
- – Dog training – Appointments canceled with less than 48 hours are subject to full charge. Please note that for clients who have enrolled in a 6 or 8 session program we require that the program be completed within 8 weeks for 6 session or 10 weeks for the 8 session program. Any missed sessions after that point will be considered void.

## Visit Costs

203PET reserves the right to change the charge per visit at any time, as is necessary in any business to keep pace with the economy and the fluctuating price of gas currently at 2.599, we will provide notice of any rate change on our blog.

## Scheduling & Communication

203PET subscribes and uses an online pet sitter specific software to ensure that all visits are properly scheduled & assigned to a sitter, and that in case of emergency a backup sitter can quickly be provided with current information on your pets. Please note while we try to provide availability on a first-come first-serve basis, online bookings via the client login will be addressed first. All scheduling, including cancellations & changes, must be done through one of the following methods:

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- – Please note while we tried to book on a first-come first-served basis online bookings via the client login have priority over all other bookings.
- – Online via the client login (this is our preferred method of requesting or canceling any service).
- – E-mail Jason Hofmann and the office by logging in to your account online at <http://203pet.com/Newlogin.php> or by filling out the contact form at 203pet.com.

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- or call the office 203-682-6443 during office hours Monday – Friday 10 AM – 7 PM.
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This is to ensure the accuracy of our database & calendar, as well as to keep us in compliance with the contracts held with our STAFF. You are encouraged to leave notes for the everyday sitter telling them anything pertinent to the day-to-day care of your animals (ex. Sparky had some tummy trouble last night) or household items (ex. The back door latch isn't catching properly), but please make sure that all permanent changes in care (ex. Lucy doesn't get fed lunch any more) are logged in online and or provided to Jason Hofmann as well.

## Digital Media

To be as Green as possible and to help keep our rates reasonable, 203PET tries to use digital media (i.e., email & internet) whenever possible to provide information to our clients. We have a "blog" page on our website, where we post news (like policy updates or rate changes) as well as other useful information. You'll need to visit our website regularly to make sure you keep up to date.

## Veterinary Care

Our primary concern is the care of your animal friends. If the veterinarian requested by the client is not available and an animal needs medical attention, another veterinarian will be used (most likely VREC in Norwalk or Shoreline VREC in Shelton ). 203PET will make reasonable efforts to notify the client before approving veterinary care, but in the event the client is unable to be reached, 203PET will approve treatment up to \$500. The client is fully responsible for reimbursement for veterinary services promptly upon their return, which will include the additional time and mileage costs of the pet sitter. 203PET assumes no responsibility for the actions and decisions of the veterinary staff, or for sickness, injury, loss or death of pets due to non-negligence of the pet sitter.

## Pet Safety

All clients are expected to provide a safe, secure, and healthy environment for their pets. This includes ensuring that fences, doors, gates, crates, leashes, & collars are kept in working condition; that items hazardous to pets (sharp objects, medications, chocolate, etc.) are kept out of their reach; and that waste is not allowed to accumulate excessively in yards, pens, or litter boxes. In accordance with Connecticut law, 203PET requires that all dogs be properly restrained at all times, either by leash or within a fully fenced yard (traditional or electric fence). Cats who have "cat-door" access to go in and out as needed may continue to do so while under our care, otherwise they will need to be kept inside exclusively. 203PET cannot accept responsibility for the welfare of pets

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with unsupervised access to the outdoors.

## Home Care

Reasonable effort will be made to clean up messes caused by client's pets that are found by the pet sitter with cleaning materials provided by the client. 203PET is not responsible for damage to carpets, rugs, floors, plants or lawns caused by pets or inappropriate cleaning products. Unless there is proven negligence on the part of the pet sitter, the client waives any and all claims against 203PET.

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Summer – While we are happy to water up to three or four indoor plants while caring for your pets, we cannot be responsible for any lawn & garden care beyond that. Our goal & focus is the care of your pets, and time spent out in the yard on landscaping takes away from the time we can spend with your pets. Please be aware that plant care will be performed only in the manner requested by the client, and that 203PET is not responsible for plants that wilt or die.

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Winter – For the safety of our sitters & your pets, we ask that you keep your home accessible for us by shoveling and/or putting down ice melter at the door we use for entry (preferably the pet-safe type if your animals will walk on it as well). 203PET does not provide snow/ice removal service, but we do recommend that anyone going out of town makes arrangements for snow removal in the event of a large storm.

## Sitter Safety

203PET is happy to provide medication to your pets when necessary, as long as clear instructions are provided, and the pet is not unduly uncooperative. If the pet aggressively refuses medication, we will discontinue medicating and notify the client. 203PET requires that we be notified of any other individuals who have access to the home while we are providing pet care, and cannot be responsible for the security of the premises if other individuals are allowed access. We reserve the right to cancel or temporarily suspend service if we feel the work environment is unsafe, such as aggressive behavior from a pet, extreme weather, etc.

The Disclaimers & Fine Print are subject to change at any time without notice. In order to stay in the know we recommend clients subscribe to the RSS Feed. You can subscribe by clicking on the link on the left, by subscribing to the RSS feed you will be alerted of any changes.