

Woody's Pet Watch, LLC – Policies

PAYMENT

Payment for all provided services are to be paid in full at the time of booking or left for the sitter on the first day of service. Payments can be mailed to:

Woody's Pet Watch
PO Box 540422
Omaha, NE 68154

Credit card payments are also accepted through PayPal on the home page of the website.

Woody's Pet Watch also accepts payments by check or cash. There will be a \$35.00 fee for all returned checks. Although tips are not required, if you would like to tip your sitter, please write a separate check in the sitter's name or leave cash with a note designating the money as a tip on your counter upon leaving.

Holiday Payments

All major holiday (Thanksgiving, Christmas and New Year's) reservations must be paid in full at the time of booking.

CANCELLATIONS

Non-Holiday Cancellations

For early returns and cancellations of service, a 24-hour notice is required or the client will be charged the rate of one visit. After cancellation fees, any remaining balance will be applied to future services and will remain on the account for one year after the first scheduled date of the cancelled appointment. After one year, if the service credit has not been used, it will become unavailable for services and non-refundable.

Holiday Cancellations

A 7 day notice is required for any cancellations of these three major holidays. (Thanksgiving, Christmas and New Years). Holiday cancellations with less than 7 days' notice are non-refundable.

Holiday cancellations made during any of the 8 to 14 days prior to the first service date are 25% refundable. This refund will be applied as a service credit for one year from the appointment start date. After one year, if the service credit has not been used, it will become unavailable for services and non-refundable.

Holiday cancellations made during any of the 15 to 21 days prior to the first service date are 50% refundable and the remaining balance will be applied as a service credit for one year from the appointment start date. After one year, if the service credit has not been used, it will become unavailable for services and non-refundable.

Early returns during these three major holidays are non-refundable and no credit will be given.

EMERGENCY CARE

In the event of an illness or injury to the client's pet, the pet will be taken to the client's specified veterinarian or to the Animal Emergency Clinic, PC, which has 24 hour service. The client understands and agrees that attempts will be made to contact them in case of any emergency, but if the client is unreachable, the pet sitter has permission to authorize any care that the treating veterinarian deems necessary for the pet's health, safety and survival.

Extra Fees/Charges

The client agrees to reimburse Woody's Pet Watch for any additional fees and all costs relating to vet care during their absence, which may include x-rays, blood work, surgery and/or expensive procedures, as well as an emergency medical transport fee of \$35.00.

Woody's Pet Watch reserves the right to bill the client \$15.00 per half hour or any portion thereof, for additional time spent over a 30 minute visit that is necessary for the care of the client's pets and home. This includes service and time for the following, but not limited to: any veterinary trips, excessive clean-up resulting from pet incontinence, accidents or frequent vomiting, complications administering medications, obtaining pet food, medication or supplies, wait time for emergency vet treatment or home repair, or search for pets that escaped confinement or leash. Client will be held responsible for all expenses incurred and will reimburse Woody's Pet Watch upon return.

The client agrees to keep their pet up to date with all vaccinations. Should a pet sitter be bitten or otherwise exposed to any disease or ailment received from the client's animal which has not been properly vaccinated, it will be the client's responsibility to pay all costs and damages incurred. It is recommended that copies of your pet's vaccination records are left on the counter while you're away.

LATE NIGHT OR EARLY MORNING VISITS

Any visits made between the hours of 9:30 pm and 7:00 am are subject to an additional \$5 per visit.

KEY POLICY

Two working keys to your home must be provided at the time of the initial consultation. If you live in a gated community, you must provide a gate card, remote or the needed access codes. Keys will not be mailed, hidden outside or locked in homes on the final visits. Should keys or locks malfunction, Woody's Pet Watch has authorization to hire a locksmith to gain entry into a client's home in order to complete

service. The client will be responsible for all expenses incurred and will reimburse Woody's Pet Watch upon return.

Keys will be kept secure by the pet sitter so they are always prepared to provide future services. If keys need to be returned, fees may apply. All keys will be labeled with only the pet's name for added security.

TERMS AND CONDITIONS

Due to the extreme unpredictability of animals, Woody's Pet Watch and pet sitters cannot be held responsible for any unusual mishaps (i.e., pet's refusal to take medication, escaping from the yard, biting, eating or destroying household items, damage to the home, personal injury/accidental death).

If the client requests pets to have outside access, the client releases Woody's Pet Watch and pet sitters from all liability for loss, injury or death to pets. The client is liable for injury or damage to any Third Parties.

The client either provides pet photos or authorizes Woody's Pet Watch to take photos for the pet's profile and for the website. The client agrees that these pet photos are the property of Woody's Pet Watch, LLC.

Visit times are approximate and subject to change based on the needs of all pets under the pet sitter's care. The pet sitter will use their best judgment in caring for the client's pets and home in the event of an emergency situation, inclement weather or a natural disaster. Woody's Pet Watch will be held harmless for consequences related to such decisions.

In the event of injury, illness or other emergency circumstance where your pet sitter is unable to perform the visits, the client authorizes Woody's Pet Watch to arrange for a back-up sitter to take over the duties as outlined in this agreement.

Woody's Pet Watch reserves the right to terminate this agreement at any time before or during its term if the pet sitter determines that the client's pet poses a danger to the health or safety of themselves or others. If concerns prohibit the pet sitter from caring for the pet, the client authorizes the pet to be placed in a kennel with all charges to be paid by the client.

Woody's Pet Watch and the pet sitters agree to provide the services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of these services, the client expressly waives and relinquishes any and all claims against Woody's Pet Watch except those arising from negligence or willful misconduct on the part of Woody's Pet Watch or the pet sitters.