

## ***Julspops Dog Walking & Pet/House Sitting Services***

Cell #: 226-228-9418 [www.julspops.com](http://www.julspops.com) [julspops@gmail.com](mailto:julspops@gmail.com)

### **Policies and Procedures for House Sitting**

The safety and security of your home are the cornerstones of my business. Julspops Dog Walking & Pet/House Sitting Services provides great care for owners who need a helping hand. My services are provided in a reliable, trustworthy, and caring manner.

**Booking Request:** All booking request must be submitted via email so there is a copy of the request on file. Text message is fine for questions, checking in on your home but not for bookings. Once a booking has been made and confirmed the cancellation policy comes into effect. I know plans can change but please remember I am holding this spot for you.

**Cancellations:** (a) Bookings made for services **3 days or less** cancellations may be made up to 24 hours in advance of your scheduled service. Cancellations made **LESS** than 24 hours in advance will result in 50% of that service fee.

(b) Bookings made for services **4 days or longer** cancellations may be made up to 5 days in advance of your scheduled service. Cancellations made **LESS** than 5 days will result in 50% of that service fee.

If the cancellation is due to a PANDEMIC i.e. COVID-19 obviously they would not be any form of cancellation fee charged. I am the sole owner/operator of Julspops Dog Walking & Pet/House Sitting Services so when you book my time I in turn, turn other booking request away. So, it is important for you (Client) to advise Julspops Dog Walking & Pet/House Sitting Services immediately if your plans have changed.

**Duty to Disclose:** I represent that I have disclosed and shall continue to disclose, any and or new issues in regards to my property. I understand that Julspops Dog Walking & Pet/House Sitting Services is relying on and will rely on those representations to be able to provide necessary actions if an issue was to arise during my absence.

**Emergencies:** Everyone has them! Feel free to call if an unexpected need arises; I will make every attempt to accommodate your needs for service on short notice depending on my availability.

**Forms:** All forms provided to you are **MANDATORY** and must be completed in full. The forms ask for relevant information in case of an emergency to allow me to provide the best care possible. In order for Julie Silcock Owner/Operator of Julspops Dog Walking & Pet/House Sitting Services to provide the necessary service(s), please complete all paperwork.

**Holiday Surcharge:** Julspops Dog Walking & Pet/House Sitting Services will charge a PRIME RATE for Christmas EVE/DAY & New Years EVE/DAY. If any other service falls on any other Statutory/Civic Day an additional charge of \$5.00 per visit will apply.

**HOME:** Julie Silcock Owner/Operator of Julspops Dog Walking & Pet/House Sitting Services has FULL authorization to enter my home to provide the necessary service(s).

**Hours of Operation:** Hours are **6am to 8pm Monday to Sunday**, other times maybe considered please ask.

**House Code/Garage Door Opener:** Julspops Dog Walking & Pet/House Sitting Services will accept an opener or code if that is the way you prefer entry to your residence; however, I would also highly recommend a physical key in case of power outage or malfunctioning equipment.

**Inclement Weather:** Should I be unable to reach your home due to poor weather conditions; Julspops Dog Walking & Pet/House Sitting Services will contact you by phone or email to let you know the service has been cancelled and will advise you of a new service day. If the number of visits is less then originally booked a refund or credit will be offered.

**Keys:** Julspops Dog Walking & Pet/House Sitting Services will obtain a house key during the initial consultation, when service is scheduled and agreements are signed. Keys will be returned in person if required or held in a secure locked box for future service. If a key is not available at the initial consultation, they will be an additional cost to pick up the key.

- (a) In the event that I have to employ a locksmith to gain entry into a client's residence due to failure of the client to leave a key or malfunction of key or lock, it shall be the responsibility of the client to reimburse Julspops Dog Walking & Pet/House Sitting Services for all cost incurred.
- (b) The client expressly gives Julspops Dog Walking & Pet/House Sitting Services the authority to employ a locksmith on the clients' behalf in the event of the aforementioned occurrences.

**ON-CALL Key Program:** I agree to pay Julspops Dog Walking & Pet/House Sitting Services for ALL cost that resulted in a last-minute request. Payment by etransfer will be required once the invoice has been submitted.

**Payment:** - Accepted methods of payment are cash or etransfer. Payment is required at **START** of service and is subject to HST. Invoice will be provided.

Julspops Dog Walking & Pet/House Sitting Services reserves the right to deny service or terminate service because of safety concerns, financial issues, failure to comply with policy, or inappropriate or uncomfortable circumstances.

**Reservations:** Please plan ahead to obtain services on the dates you desire.

**Reviews:** If for any reason, you are not happy with the service provided by Julspops Dog Walking Pet/House Sitting Services please contact me directly so that I can have the opportunity to correct the matter before you consider posting a negative review.

**Visitors:** Please notify Julspops Dog Walking & Pet/House Sitting Services if others (housekeepers, pest control service, realtors, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Julspops Dog

Walking & Pet/House Sitting Services have been engaged. The police will be called on all intruders or suspicious acts without exception.

Julspops Dog Walking & Pet/House Sitting Services, owner, is not liable and is completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbours, relatives or other service persons, that shall enter your residence for any purpose while Julspops Dog Walking & Pet/House Sitting Services is caring for your home.

**Affirmation:** Each time Julspops Dog Walking & Pet/House Sitting Services, cares for my home I am re-affirming the terms of this agreement, and the truthfulness and accuracy of all the statements I have made in this agreement.

I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THIS AGREEMENT AND UNDERSTAND THAT I WILL GIVE UP SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED THIS AGREEMENT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY JULSPOPS DOG WALKING & PET/HOUSE SITTING SERVICES.

\_\_\_\_\_  
Signature of Client/Home Owner:

Date: \_\_\_\_\_, 20\_\_\_\_  
in the City of London, Ontario

PRINT NAME: \_\_\_\_\_

\_\_\_\_\_  
Signature of -  
Owner/Operator Julspops Dog Walking & Pet/House Sitting Services

Date: \_\_\_\_\_, 20\_\_\_\_  
in the City of London, Ontario

Please note that Policies and Procedures are subject to reasonable changes and amendments, which may be implemented from time to time.

**Privacy Policy:**

*Julspops Dog Walking & Pet/House Sitting Services will not share any of your personal & confidential information that is provided at time of service with any third party. All information is held in a secured location. Bonded & Insured with PROFUR*