

Julspops Dog Walking & Pet/House Sitting Services

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Policies and Procedures for Dog Walking & Dog Sitting

The safety and security of your pet(s) & 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 pet(s) 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** (dog walking/pet sitting) 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** (dog walking/pet sitting) 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.

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 all medical conditions or any other conditions, including, but not limited to, personality concerns or behaviors that may affect, limit, or prevent my pet's ability to participate in services provided by Julspops Dog Walking & Pet/House Sitting Services. I understand that Julspops Dog Walking & Pet/House Sitting Services is relying on and will rely on those representations to provide a safe environment for both humans and animals.

In addition, I the Pet Owner, _____ acknowledges that there are certain risks when walking a dog and nicks and small cuts aren't unusual.

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.

Fleas & Tick: I agree that Julspops Dog Walking & Pet/House Sitting Services provides reasonable care and supervision and may not notice if my dog(s) has fleas or ticks and therefore I might not be notified.

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 as well as information on your pet(s) 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.

HEALTH: I am aware and understand that Julspops Dog Walking & Pet/House Sitting Services are not veterinarians and do not have backgrounds in animal medicine. I agree to assume all risk associated with the administration of medication by Julspops Dog Walking & Pet/House Sitting Services during my pet's care. In addition, I acknowledge and am aware that vaccines do not protect against all contagious illnesses that may affect my pet(s). I HEREBY AGREE TO INDEMNIFY JULSPOPS DOG WALKING & PET/HOUSE SITTING SERVICES, ITS OWNER, AGAINST ANY CLAIMS MADE AS A RESULT OF MY FAILURE TO INFORM JULSPOPS DOG WALKING & PET/HOUSE SITTING SERVICES OF ANY PRE-EXISTING MEDICAL CONDITIONS THAT MY PET(S) MAY HAVE.

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) booked to care for my pet(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, whether dog walk, cat visit, house visit. Payment by etransfer will be required once the invoice has been submitted. Unless you are a regular client Monday to Friday then I will add to the next invoice.

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.

Pet Behavior: I agree to be solely financially responsible for any and all acts or behavior of my pet(s) while in the care of Julspops Dog Walking & Pet/House Sitting Services, WHICH MAY INCLUDE PAYMENT OF DAMAGES FOR THE INJURY CAUSED BY MY PET(S) TO OTHER ANIMALS, HUMANS, AND/OR JULSPOPS DOG WALKING & PET/HOUSE SITTING SERVICES. IN ADDITION, I AGREE THAT IF MY PET(S) IS INJURED BY ANOTHER PET, I HEREBY RELEASE JULSPOPS DOG WALKING & PET/HOUSE SITTING SERVICES, FROM ALL LIABILITY AND FINANCIAL RESPONSIBILITY FOR SUCH INJURY. I FURTHER UNDERSTAND THAT IF MY PET(S) BITES A HUMAN OR PET, THAT JULSPOPS DOG WALKING & PET/HOUSE SITTING SERVICES WILL MAKE EVERY EFFORT TO CONTACT ME IMMEDIATELY.

- (a) I confirm that Julspops Dog Walking & Pet/House Sitting Services is not responsible for injuries involving any pre-existing or age-related conditions.

Photo and Video Release: I agree to allow Julspops Dog Walking & Pet/House Sitting Services to use my pet's name and any images or videos taken while he/she is in the care of Julspops Dog Walking & Pet/House Sitting Services, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

Reservations: Please plan ahead to obtain services on the dates you desire. An in-home consultation is required prior to reservations for all new clients. While I can tentatively pencil in your dates, I must meet you and assess your needs before I make a commitment to providing the service required. During this initial meeting, we will also review the agreements.

Referrals & Reviews: If you were happy with the service provided by Julspops Dog Walking & Pet/House Sitting Services please consider writing a review on my Google Page. Writing a review on Google helps my business to stay near the top and the top is the best place to be!

Reviews help small business like myself to grow, if you were happy then please let others know. Here is the link. Thanking you in advance. <https://g.page/julspopsdogwalking/review?rc>

If for any reason, you were 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.

Julspops Dog Walking & Pet/House Sitting Services is now offering a referral program to show my appreciation in referring to my business to friends, family, work colleagues, neighbours.

For every referral that becomes a paying client of Julspops Dog Walking, you will receive \$10.00 of your next service. Referrals from loyal clients like you make my business a success! Your confidence in me is greatly appreciated and will be rewarded.

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 pet(s) 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.

Date
in the City of London, Ontario

Signature of Pet(s) Owner:

PRINT NAME: _____

Date
in the City of London, Ontario

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

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