

Policies & Procedures

- 1. Scheduling and Visit Times:** We strive to accommodate the needs of your pet. Lunch Buddies, LLC provides a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
- 2. Reservations:** It is best to plan in advance in order to obtain services on the dates you desire. An in-office consultation is required prior to reservations, **for all new clients.**
- 3. Reservation Confirmation:**
- 4. Early Returns/Last minute Changes:** Lunch Buddies, LLC carefully schedules our time to serve you and our other clients. Therefore, there are no refunds credits for early returns or last minute changes to pet care.
- 5. Holiday Cancellations:** With the exception of severe weather, life threatening emergencies or a death in the family, any cancellations over holiday periods will result in a 50% cancellation penalty of the total amount due.
- 6. Pet Sitting Cancellations:** Outside of holiday periods, scheduled pet sitting services must be cancelled a minimum of 72 hours prior to the first scheduled service. Failure to provide 72 hours notice will result in a 50% cancellation penalty of the total amount due.
- 7. Inclement weather:** You entrust Lunch Buddies, LC to use best judgement in caring for your pet(s) at the time of inclement weather. Lunch Buddies, LLC will try to carry out your instructions to the best of Lunch Buddies, LLC's ability. Customer selection of a nearby emergency contact has been requested.

Name of Emergency Contact: _____

Address: _____

Home Phone: _____ **Alternate phone:** _____

- 8. Pet Guardianship:** In the unfortunate event you become incapacitated while your pet(s) are in our care, please name the person who should be contacted to become the guardian and take over the care of your pet(s) until care can be provide as arranged for in other legal documents prepared by you. We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing them as guardian(s) of your pet(s).

In the event of an emergency, which incapacitates me, I authorize Lunch Buddies, LLC to turn my pet(s) over to :

Name : _____

Address: _____

Home Phone _____ **Alternate Phone:** _____

Relationship: _____

- 9. Medication/ Vaccinations/Immunizations:** Lunch Buddies, LLC will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Under no circumstances

Policies & Procedures Cont'd

will Lunch Buddies, LLC service any pet that has any form of active contagious illness. Lunch Buddies, LLC requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations. If a Lunch Buddies, LLC pet care provider is bitten or exposed to any disease or ailment received from the client's pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result.

10. **Unforeseen purchases:** Lunch Buddies, LLC will purchase pet food or other necessary items that contribute to the health and wellbeing of your pet in your absence. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition, a \$15 trip fee will be applied.
11. **Collars /Leashes:** Please provide secure collars with appropriate tags for all visits. All dogs will be walked on leashes.
12. **Other dogs:** We will do our best to keep interaction with stray or strange dogs to a minimum.
13. **Payment:** Lunch Buddies, LLC accepts cash, credit cards and checks. Payment is due at the time of in-office consultation unless otherwise agreed upon. Checks should be made payable to Lunch Buddies, LLC. All services are paid in advance.
14. **Returned checks Charges:** There is a \$35 fee for all returned checks. Clients are responsible for all costs of collections.
15. **Updates:** Please inform us of any changes regarding your contact numbers, your pets' care needs and other pertinent information.
16. **Privacy Policy:** All of your information will be kept private and confidential. Lunch Buddies, LLC highly respects our clients' entrusting us with the care of their pets.

I, _____, have read, understand and agree to the policies and guidelines of Lunch Buddies, LLC. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Lunch Buddies, LLC.

Pet Owner Signature _____ Date _____