

# **Redeemed Services LLC - Pet Care Policies**

## **Meet & Greet:**

- A meet and greet including the client, pet(s) and Redeemed Services LLC is required before providing any services. Redeemed Services LLC will always decline to provide services if a meet and greet is not completed beforehand.
  - What to expect on a meet and greet:
    - Get to know your pet sitter more!
    - Go over your pet(s) daily routine
    - Discuss any behavioral or health concerns
    - Home Walk Through
      - Show Pet Sitter location of water bowl, food bowl, food, back up supplies, leashes, medicines, etc.
    - Discuss emergency contacts for humans & pet(s) (example: which vet your pet attends)
    - Go over point of entry - How your pet sitter will enter your home to check on your pet(s)
    - Any and all other practical details of maintaining your pets day to day life and your home expectations!

## **Payment:**

- We accept Cash, Checks, Venmo, and Zelle as form of payment.
- Payment is due at the time of completion of service.

## **Home Security:**

- Redeemed Services LLC declines to provide service if there are any other family members or guests staying in your home while your are gone.
- Redeemed Services LLC requires that any family members, friends, guests, or workers that will have access to your home at the time of service must be made known. If they are not made known they will be assumed to be a trespasser and police will be called.
- It is recommended you consider giving an additional key to a trusted neighbor or in a secure location around the house for emergency purposes.
- It is the Client's responsibility to provide both a safe and escape-proof environment in their home/yard for their pets by way of extra doors, gates, crates, etc. In addition, fences (wood, electronic, metal, or any other type) should be deemed secure before the service period begins, as well as ID tags and/or microchips placed on the pets. Client's dog(s) are required, by law, to be on a leash during dog walk services, when outside of Client's

residence/yard.

- Redeemed Services LLC is insured. We are not responsible for damages or loss to your home beyond our control (leaks, electrical problems, acts of nature, burglary, etc.). Client agrees to secure home prior to leaving the premises.

### **Emergencies & Natural Disasters:**

- Please leave emergency contact information of an individual(s) that we can reach if we are unable to get in contact with you.
- It is recommended that clients sign a Veterinary Release Form prior to going out of town so Redeemed Services LLC will be granted permission to seek medical attention for your pet(s) in the case of an emergency.
- In the case of a natural disaster Redeemed Services LLC will do everything in their power to keep your pet safe, contact client(s), and also get your pet to you in a safe and efficient manner. Clients are responsible for any extra fees for transport and boarding that may occur during this process.

### **Cancellation Policies:**

- If you need to cancel services please do so 3 business days prior to our first scheduled visit. If not, a cancellation fee will be required.

### **Supplies:**

- Please provide enough food, medication, poop bags, litter, or any house hold item your pet may need during the extent of our visits. We will go to the store for you to replenish these items upon request if needed for an additional charge.

### **Pet Behavior:**

- Redeemed Services LLC will not be responsible for any pets that instigate fights with other animals or is injured by another animal while in our care. We will take immediate action to ensure your pets are not placed in the company of aggressive or violent animals.
- Client(s) will be responsible for all medical expenses and damages resulting from an injury to one of our sitters.
- In the event that another animal is bitten by Client's pet(s) it will be Client's responsibility to pay all medically related costs and damages incurred by the 'victim' pet's owner.
- Redeemed Services LLC is not liable for any damage done to the clients' home or personal property by their pets. Should your pet soil the carpet, floor or furniture, we ask that cleaning supplies be provided so that we can clean the areas to the best of our

abilities.

- Client further acknowledges that any history or tendency by their pet(s) towards straying, fighting, biting, destructive behavior or property damage has been fully disclosed to us, and that Client is responsible for any costs associated with said tendencies.
- If your pet(s) has a history of scratching, chewing, biting or other destructive behaviors, you are required to inform us of this in advance. You are responsible for any and all damages to our belongings/property caused by your pet(s).

**Confidentiality:**

- Your privacy is important to us. We will not use any information for our own benefit, disclose, or communicate, in any manner, any information to any third party. We will also not disclose any alarm codes, addresses, or information you give us to access your property.