

Didi's Pets L.A. Policies

Hours: Normal business hours are from 8am to 8pm PST. Telephone messages left after 10pm will be returned the following day.

Reservations are not set until we speak in person. Voicemail messages do not constitute making a reservation.

New Pet Sitting/Dog Walking Clients: A complimentary consultation visit is required for all new pet-sitting clients prior to reservations being accepted. During the consultation visit, we will assess the compatibility between your pet(s) and me, as well as complete necessary forms and contracts. We will also need to pick up a key at this time.

Dog Walks: A "dog walk" is a visit to your home to take your dog(s) outside for a walk in your neighborhood, giving them an opportunity to relieve themselves during your workday. Each visit includes a walk and playtime outside, picking up waste, and fresh water. Said visit will last approximately 30 minutes, unless prior arrangements have been made for longer visits and the per-visit fee is adjusted accordingly.

Cats: Each visit for cats includes fresh food and water, cleaning of the litter box, any miscellaneous services requested, and lots of love & attention for cats that aren't shy.

Dogs: Each visit for dogs includes fresh food and water, a walk with playtime outside, picking up waste, any miscellaneous services requested, and lots of love & attention for your dog(s).

Unsecured Pets: Didi's Pets LA is not responsible for the loss, injury, illness, or death of any pets that have free access to the outdoors.

A. For the safety of your pet(s), it is recommended that they be confined in the house or a fenced yard for the duration of the pet-sitting job.

B. All pets should have a collar around their neck with a visible identification tag attached.

C. It is the responsibility of the pet owner to inspect gates, fences, latches, etc. to be sure they are in proper working order and there are no outlets for pets to escape.

Third-Party Services: For liability, safety, and security reasons, it is requested that all third-party services, such as housekeepers, maintenance services (pool, lawn, plumbing, etc.), and even visits by friends, family, or neighbors, be suspended or cancelled for the duration of the pet sitting job.

A. For liability reasons, I do not "share" pet sits with any other person, including friends, family, or neighbors.

B. If services are not suspended or cancelled, client must sign a waiver of liability.

C. If services are not suspended or cancelled, client must disclose to me in advance the names of all individuals who may be on the premises. Client must also notify those individuals that I will be taking care of the pet(s).

D. If any undisclosed individual is found to be on the property, the police will be notified immediately.

Keys: House keys will be obtained during the consultation visit and can either be returned at the end of a pet-sitting job or kept on secure file with me in anticipation of future visits

Keys kept on file with me are kept in a secure location with nothing more than coding attached to them. Personally identifiable information is not attached to your keys.

Cancellations or Changes in Service: Notify us as far in advance as possible of any cancellations or changes in your service.

• **Same day cancellations subject to loss of deposit.**

Payment:

-Pet care services must be paid in full by the end of the service.

-Services reserved for more than 5 days must provide a deposit of 20% of the final total or services are forfeited.

Miscellaneous:

-For safety and security reasons, all pets are required to have on a collar with a visible identification tag attached and all dogs are to be walked on-leash.

-Last minute reservations can only be accepted if there is time available for the consultation visit and I have availability for the job.

-For the safety and well being of pet(s), all clients are asked to call me upon their arrival home. These calls are accepted at any hour of the day. Leave a message after normal business hours.

-I use your leash and collar.

-I can take only dogs that are in the same household. Maximum of 2 dogs at a time to guarantee a personalized experience for each pup.

-At the end of contracted services, Didi's Pets LA bears no further responsibility for the care of client's pets. Clients are responsible for scheduling services so that pets are adequately cared for during any gap between the end of contracted services and the return of the client.