



## Island Pawperty Sitter (IPS) Service Policy

**At Island Pawperty, our unwavering commitment is to provide exceptional pet care services that prioritize the well-being, safety, and happiness of your cherished pets. This comprehensive service policy outlines essential guidelines to ensure a seamless and enjoyable experience for both pet owners and their beloved companions. We kindly urge you to thoroughly review this policy to acquaint yourself with our terms and expectations.**

- 1. Booking and Scheduling:** To initiate our esteemed pet-sitting services, clients are requested to schedule a meet-and-greet appointment through our official website. This step allows us to plan accordingly and ensures a personalized experience tailored to your pet's needs. Additionally, a non-refundable deposit is required to confirm your booking and secure the desired service dates, demonstrating your commitment to our services.
- 2. Meet and Greet:** A pre-service meet and greet will be thoughtfully arranged at your residence. This personalized interaction serves as an introduction between you, your pet(s), and our pet sitter. During this meeting, we delve into your pet's specific needs, routines, and care instructions, facilitating a thorough understanding of your pet's preferences and requirements. Effective communication during the meet and greet is essential to establish a strong foundation for your pet's care plan.
- 3. Service Confirmation:** Following the meet and greet, clients are kindly requested to inform us of their decision to proceed with our pet-sitting service. This confirmation step helps us finalize our arrangements and ensures that we allocate the necessary resources to provide exceptional care for your pet(s).
- 4. Key Arrangements:** Upon choosing to engage our services, clients are invited to provide a spare key to their homes. Rest assured, the key will be securely stored and exclusively utilized to access your residence during the agreed-upon pet-sitting period. This measure guarantees that our pet sitter can carry out their responsibilities seamlessly, without inconveniencing you.
- 5. Pet Care During Service Period:** Our experienced and dedicated pet sitter meticulously adheres to the established schedule and care instructions, ensuring your pet(s) receive optimal attention, care, and companionship. Every aspect of your pet's well-being, including feeding, exercise, and medication, will be diligently managed according to your specifications.
- 6. Communication:** Timely and transparent communication is of paramount importance. Clients are strongly encouraged to convey any updates or changes related to their pet's routine, health, or behavior before service commencement. This collaborative approach allows us to adapt our care plan and provide

the best possible experience for your pet. As an extension of our commitment to your pet's well-being, we provide daily updates in the form of photos and videos, offering reassurance of your pet's joy and comfort while you're away.

**7. House Rules and Access:** Clients are kindly urged to communicate specific house rules, including areas accessible to our pet sitter and any pertinent property-related guidelines. This information ensures that we respect your home and maintain a clean and organized environment during our visits. We hold the sanctity of your home in high regard and assure you that it will be left in the same impeccable condition as found.

**8. Cancellation and Refund Policy:** In circumstances warranting cancellation, please refer to our cancellation policy outlined in the terms of the agreement. We understand that unforeseen situations may arise, and our policy is designed to provide flexibility while ensuring a fair and transparent process.

**9. Safe Key Return:** Upon the culmination of the pet-sitting period, your house key will be returned to the pre-arranged secure location, as discussed during the meet and greet. This step ensures that your property remains secure, and any future engagements with our services can be initiated smoothly.

**10. Privacy and Confidentiality:** We place great value on your privacy and steadfastly uphold stringent confidentiality protocols regarding all information exchanged during the course of our services. Your trust is essential to us, and we prioritize safeguarding your personal and pet-related information.

**11. Payment Terms:** Upon confirming your intention to proceed with our pet-sitting services during the meet and greet, the total amount for the booked service is to be paid upfront on the same day. We understand the importance of clarity in financial matters and offer multiple payment options, including cash, yen (depending on the prevailing exchange rate), and various digital platforms, such as Zelle, Cash App, Venmo, Visa, Mastercard, PayPal, and American Express.

**12. Business Operation Hours:** Our business operation hours are from 7:00 a.m. to 9:00 p.m., without exception. This timeframe ensures that our services are accessible and convenient for you while maintaining a structured schedule for our pet care professionals.

**13.No "Ignoring the Cat" or Similar Requests:** We recognize the diverse needs of your pets and are committed to providing comprehensive care for all pets within your home. Any additional care required for different pets will be duly compensated, ensuring that each of your beloved companions receives the attention and care they deserve.

**14. Flexible Pet-Sitting Visit Times:** While we are dedicated to accommodating your specific pet-sitting requests, we steer clear of rigid time slots. Instead of committing to exact times, we propose time ranges to ensure the flexibility necessary for a seamless experience. This approach allows us to cater to various needs, unforeseen events, and potential delays while ensuring your pet's needs are met within reasonable time frames.

**15.No Shared Visits Policy:** To ensure uncompromising care and avoid potential complications, we adhere to a strict "no shared visits" policy. While well-intentioned, sharing visits with family members or friends may lead to misunderstandings, non-adherence to care instructions and potential issues. For the well-being of your pets and the quality of our service, we do not share visits with individuals outside our service.

**16. Last-Minute Service and Extension:** In unforeseen circumstances where an emergency arises and your designated emergency guardian is unable to fulfill their role, Island Pawperty is here to assist. Should such a situation arise, we offer the option to extend the service period to ensure the continued well-being and care of your cherished pets. In cases where an emergency necessitates extending the service period, the cost for the extended days will mirror the original charges of our service. Payment for the extension will be due on the same day the request for extension is made. At Island Pawperty, we understand the unexpected nature of emergencies and are dedicated to accommodating your needs to the best of our ability. The health, safety, and happiness of your pets remain our top priority, and we are here to provide support during challenging times. Should you require an extension due to unforeseen circumstances, please don't hesitate to reach out to us.

**17. Household Emergencies and Pet Guardianship:** We emphasize the importance of preparedness for both household emergencies and potential guardianship scenarios. Please furnish us with the contact details of a trusted maintenance company or individual capable of addressing household emergencies that may arise during your absence. These emergencies encompass issues such as leaking pipes, malfunctioning water heaters, and heating or air units. In the unfortunate event of your incapacitation while your pet(s) are under our care, kindly provide the name(s) of the designated person(s) to be contacted as the guardian responsible for your pet(s) until the necessary care arrangements, as outlined in other legal documents, can be made. We understand the significance of comprehensive planning and the well-being of your pet(s), and we are here to support you in ensuring their continued care and safety.

**18. Injury or Exposure of IPS:** We prioritize the safety of both our pet care providers and your pets. It is your responsibility to disclose any prior instances of biting, aggression, and health history concerning your pets. Similarly, you must inform us of all potential safety hazards within and around your home. In situations where an IPS pet care provider is bitten, exposed to diseases, or injured as a result of interactions with your pets, you will assume responsibility for all associated costs and damages incurred. This includes the owner of Island Pawperty Sitter, our employees, and independent contractors. Additionally, if an IPS pet care provider sustains injury or exposure due to hazardous conditions within your home or property, you are liable for the resulting costs and damages. Ensuring a safe and hazard-free environment for both pet caregivers and pets is your responsibility, and your cooperation is essential in preventing accidents and promoting a secure environment.

**19. Unforeseen Purchases or Vet Emergencies:** Your proactive involvement in supplying essential items for your pets is crucial. You are accountable for supplying all necessary food and supplies for your pets. Should we need to procure supplies on your behalf, the incurred expenses, along with the time and travel costs involved, will be billed accordingly. As part of our service, one veterinary trip not exceeding 1 hour is included, if required. Any additional time beyond this will be invoiced at a rate of \$35 per hour. This approach ensures that your pets' needs are consistently met, even in unforeseen circumstances, while maintaining transparency in cost considerations.

**20. Pet Waste and Cleanliness:** Maintaining a clean environment for your pets is a collaborative effort. IPS will appropriately dispose of your pet(s) waste during our visits. Please provide plastic bags for this purpose and indicate the designated disposal area. It is your responsibility to ensure a clean and waste-free yard upon our arrival, promoting a hygienic and comfortable space for your pets. We do not address waste that existed before our visit and cannot walk or play with your pet(s) in a yard with accumulated waste, underlining the importance of a sanitary environment for both your pets and our pet care providers.

**21. Fences:** Safe and secure equipment is integral to your pet's well-being. We prioritize the safety of both your pets and our pet care providers during outdoor activities. We do not accept responsibility for client animals that escape, become lost, or sustain injuries when confined within a fenced area, including electronic, wood, metal, or any other type of fence. Use of invisible fences is at your risk, and we are not liable for any injury, loss, or death resulting from their use. Your pet's safety is of paramount importance, and adhering to these guidelines ensures a secure environment for them.

**22. Other Animal Interactions and House Cleanliness:** We recognize the significance of maintaining a controlled environment for your pets. We will strive to minimize interaction with stray or unfamiliar animals during our visits. If your dog is permitted to interact with specific known dogs in your neighborhood, please inform us during leash walks, allowing us to take necessary precautions. Island Pawperty Sitter will undertake reasonable cleaning efforts after your pets to ensure a tidy living space. Please designate the appropriate area for cleaning supplies to facilitate our efforts. While we are committed to maintaining cleanliness, we are not responsible for carpet or flooring stains caused by your pet(s). In the event of excessive accidents, a reasonable cleaning fee may apply. Our aim is to create a clean and comfortable space for both your pets and our pet care providers, promoting a positive and enjoyable experience.

**23. Thermostats and Photos/Videos:** Maintaining a suitable environment for your pets contributes to their well-being. We recommend maintaining your thermostat settings within a normal comfortable range of 55–75 degrees Fahrenheit to ensure your pets' comfort and health during our visits. In cases where the temperature falls outside this range, Island Pawperty Sitter may adjust the thermostat to provide optimal conditions for your pets. Additionally, please ensure that air conditioning and heating units are operational and provide instructions for their use. Our goal is to create a comfortable and safe atmosphere for your pets, considering their specific needs. Island Pawperty Sitter may use photos or videos of your pet for advertising purposes, including our website, social media, emails, or printed materials. If you do not wish your pet's images or videos to be used, kindly inform us, and we will respect your preference, safeguarding your pet's privacy.

**24. Damage to Client Property and Business Hours:** We strive to ensure a respectful and responsible approach to your property. Island Pawperty Sitter is not liable for any damage caused by pets to your property. In the event of such damage, please promptly report it to our office, accompanied by an invoice, receipt, or repair estimate within 30 days. We understand the importance of addressing any concerns promptly and transparently. A credit toward future services will be applied to your Island Pawperty Sitter account, demonstrating our commitment to resolving any issues. Claims exceeding \$500 or requiring client refund/payment will be processed by our insurance company. This policy applies even if the sitter was unaware of the damage, emphasizing our dedication to accountability and rectification. Island Pawperty Sitter's business operations hours are from 7:00 a.m. to 9:00 p.m., with no exceptions, ensuring that our services are accessible and consistent.

## Contact

**Jazz Maruo**

**090-9780-1053**

**islandpawpertsitter@gmail.com**