



NWI Pet Care Policies

- TWO working keys are required to provide service.
- If TWO keys are not provided, we will make additional copies to be paid for by the client at a cost of \$10/key.
- An alarm code MUST be provided NO EXCEPTIONS. Alarm remotes will NOT be accepted. Arming and disarming the alarm from a smartphone to let a pet care professional into the home is not accepted.
- A numeric code or gate key/clicker is REQUIRED to be on file for service located within a gated community without a guard on duty. NO EXCEPTIONS. The numeric code CANNOT be one that calls the client from the call box to allow access into the gate. It MUST be able to be entered by the pet care professional and open the gate directly.
- New Clients: FULL payment for service which is NON REFUNDABLE/NON TRANSFERABLE is due at the meet & greet to reserve your dates of service.
- Current Clients: FULL payment for service is due ON or BEFORE the first date of service. NO EXCEPTIONS.
- A \$20.00 late fee will apply to any balance not paid by the first scheduled visit.
- NWI Pet Care has a right to refuse service or terminate the client contract to a client that has an unpaid balance on their account longer than 30 days.
- New Client Cancellation: The 100% non-refundable non-transferable reservation fee will NOT be refunded if services canceled after the meet & greet is completed.
- Existing Client Cancellation: 100% of the invoice total will be due and/or retained for any cancellation not made 3-day prior to the start date of the reservation. Refunds for cancellations due to an emergency, death, or severe weather will be taken into consideration.
- Reservations are booked upon pet care professional availability; therefore, reservation fees for late cancellations, early returns, and late departures cannot be refunded. If a client returns home earlier than the date their service was scheduled to end, the client will still be charged for all the remaining dates/visits that were scheduled. If a client departs later than their reservation was scheduled to begin, then the client will be charged for all dates/visits that were cancelled. This policy is in effect to ensure that we adhere to our strict no overbooking policy, which means we may turn away other clients to ensure each pet receives the care they deserve.



NWI Pet Care Policies

- It is the client's responsibility to notify NWI Pet Care of their return home. It is requested that each client call, text or email within 2 hours of returning home. All concerns or complaints must be submitted to our office within 24 hours of the client's arrival home.
- It is the client's responsibility to alert NWI Pet Care if they need an extension of service due to travel delays or extended travel dates. It is not guaranteed that NWI Pet Care will have availability on the schedule to accommodate the extension request.
- NWI Pet Care is not responsible for pets left uncared for if an extension of service is not requested and additional visits cannot be made and/or additional visits are not confirmed.
- NWI Pet Care is not responsible if the client did not request an extension of service and additional visits were not made.
- The air conditioning & heat settings in the client's home will be adjusted to appropriate levels for the pets, the pipes, and the pet care professionals if left at an unsavory temperature upon arrival to a reservation.
- We are happy to provide care to indoor and outdoor plants during a reservation. However, we are pet people therefore NWI Pet Care is not responsible for wilted, dead and/or unhealthy plants, or water damaged areas. We will work hard to follow each client's written plant care directions, but cannot be responsible if the results are not favorable. Please specify where all plants are located to be sure they are watered to each client's specifications.
- NWI Pet Care is not responsible for damage to the home beyond the control of the Pet Care professional. This includes, but is not limited to leaks, electrical problems, acts of nature, or damage from third parties entering the home during a reservation. If an emergency occurs with the home, NWI Pet Care will attempt to contact the client and emergency contact. If the client or emergency contact is unavailable, NWI Pet Care will have to wait until the client or emergency contact is reached and is able to make a decision. The client will pay all repairs and related fees directly to the company providing any service during their absence.
- NWI Pet Care is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Care professional.
- NWI Pet Care agrees to remain fully insured through Business Insurers of the Carolinas or a comparable entity, including optional Special Property



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Endorsement (protects against theft, breakage, etc. as caused by an employee) or bonding.

- NWI Pet Care accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the client, before departure, does not properly secure the home. ***All other individuals that may visit the home or have a key must be listed on the Accepted Visitors List. Individuals not listed on the accepted visitors list that enter the home during scheduled service may violate the service agreement.
- NWI Pet Care is not liable for any loss or damages in the event of a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure the home prior to leaving the premises. NWI Pet Care will re-secure the home to the best of its ability at the end of each visit.
- NWI Pet Care has the right to terminate this agreement and the relationship with the client, if the client repeatedly leaves their home unlocked and susceptible to intruders. Safety is our number one priority and we ask that each client do their best to lock their home securely before each visit or series of visits.
- NWI Pet Care is not responsible for damage to the home caused by the pet unless such damage was caused by neglect of the pet care professional. This includes but is not limited to chewing/or scratching of items within the home, urine or feces stains on surfaces of the home, or destruction to any item within the home.
- NWI Pet Care is not responsible if the client does not provide us with proper access to enter the home including but not limited to leaving security bars or secondary locks engaged on doors, changing the locks without providing new keys, arming the alarm system without providing a code, etc. If NWI Pet Care cannot enter the home due to circumstances beyond the control of the pet care professional, NWI Pet Care will REQUIRE the emergency contact or another person appointed by the client to complete the current and remaining visits if access cannot be gained in a timely manner. A refund for all remaining visits will NOT be provided.
- The Client is responsible for pet-proofing the house and yard and the security of fences/gates/latches. NWI Pet Care will not be liable for the safety of any pet's injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors including fenced-in yards. NWI Pet Care is not responsible if the pet escapes a fenced-in yard if the fence was not securely closed by the client, agent of the client, or by anyone else associated with or hired by the client. NWI Pet



NWI Pet Care Policies

Care is not responsible if the pet escapes the fenced yard due to old or fallen down fencing.

- NWI Pet Care will not be liable for the injury or death of any pets that obtained access to harmful items within the home that were not properly secured or put away by the client or agent of the client. This includes but is not limited to household plants & objects, cleaners, and live wires.
- NWI Pet Care is not responsible for injury to the pet(s) during client-approved activities including but not limited to walks, fetch, chase, or tug. These injuries may include but are not limited to ligament tear, fractured bones, fractured teeth, or other body injuries.
- NWI Pet Care is not responsible for the death or injury to pets that have supervised and/or unsupervised access to a pool or body of water. NWI Pet Care recommends that all clients have a fence around any pool or body of water on their property.
- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc.) for walks or in case of emergencies, a lead rope or leash, pooper-scoopers, litter boxes, pet food, water, bowls, cleaning supplies, medicines, cat litter, and any other necessary supplies to perform pet care duties. NWI Pet Care will provide each client with a list of necessary items before each reservation upon request. Pet Owner authorizes any purchases necessary for satisfactory service. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse NWI Pet Care within 10 days of return for all purchases made.
- NWI Pet Care does not pack walk with multiple dogs from other households, or allow dog(s) in our care to sniff, get friendly or play with dogs we see on our walk.. We also do not allow neighbors, friends, or other people we may encounter on our adventures to pet or play with the dog(s) in our care.
- It is the client's responsibility to make sure that ALL pet(s) in the house are in the correct location BEFORE leaving the home. It is the client or agent of the client's responsibility to be sure any and ALL of their pet(s) are not closed and/or locked in a room or closet, not left outside when they are indoor animals, not left out of kennels when they are kenneled before leaving. NWI Pet Care will NOT open closed doors if permission is not granted on the signed paperwork. NWI Pet Care may NOT see cats that are hiding in a closed room even after searching. NWI Pet



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Care is not responsible for damage to the home or pet if the client or agent of the client did not make sure their pet was accounted for or in the correct location before leaving the home. NW Pet Care cannot guarantee that they will be able to locate a hiding cat during any visit or reservation, so the client MUST be sure no cat(s) is NOT closed or locked away before leaving.

- The client will be responsible for all medical expenses and damages resulting from an injury to a Pet Care professional, or other persons, by the Pet. The client agrees to indemnify, hold harmless, and defend NW Pet Care in the event of a claim by any person or if another animal is injured by the Pet.
- The client must have legal rights to place all animals in the home in the care of Pet Care professionals, Kennels, and Veterinary Clinics. Visiting pets must have the legal owner fill out a separate set of client and pet forms.
- NW Pet Care is not responsible if any pet within the home becomes aggressive and does not allow a team member to enter, lunges at a team member, or bites a team member during any point of a reservation. If NW Pet Care cannot enter the home or complete a reservation due an aggressive pet, NW Pet Care will REQUIRE the emergency contact or another person appointed by the client to complete the current and remaining visits. A refund for any remaining visits will not be provided.
- The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date the document is signed, at any and all locations the owner designates for service
- NW Pet Care reserves the right to terminate this contract at any time for any reason.
- NW Pet Care agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner.
- In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence.
- Claims of negligence that involve a hired Independent Contractor, hired by NW Pet Care will be the responsibility of the Independent Contractor and the company they represent.
- All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- Client agrees to notify NW Pet Care of any concerns within 24 hours of return.



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- The client agrees to allow NW Pet Care to use their email address for any and all contact including newsletters and marketing emails. We respect our client's privacy, we will not share email addresses and other contact information with a third party for any reason.
- The client agrees to allow NW Pet Care to use picture(s) of their pets on our website, on our social media sites or in online/print advertising.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future NW Pet Care's policy changes with or without notification.
- The client authorizes the terms contract to be valid for any and all agents acting on behalf of the client. The client authorizes the contract to be valid for all future services scheduled.

Client

Date

NW Pet Care

Date