*Critter Sitters LLC* is a Professional and Reputable Pet Sitting Service, licensed through the state of Tennessee and located in Lenoir City. We are bonded and Insured through Pet Sitters International and the Business Insurers of the Carolinas. We service Lenoir City, Loudon, Tellico Village and Farragut areas.

Scheduling and Visiting Times:

Critter Sitters will strive to accommodate the needs of your pet(s) and will provide appointment times between 8:00am – 7:00pm only Monday through Sunday.

It is always best to plan ahead and make arrangements with your sitter before making your out of town arrangements in order to obtain services on the dates you desire. Critter Sitter is not responsible if appointment time is unavailable by choosing differently.

Critter Sitters *will not* take emergency or last minute visits. Owner must call his / her vet. Critter Sitters reserves the right to terminate service at any time before or during visits if the pet sitter is uncomfortable in any way or manner.

*New Clients* - An In-home, free consultation is required before service. *Existing clients* – If it has been one year since our last visit, a required $10.00 second consultation and travel fee will be charged to ensure of any pet / house changes.

Reservation Confirmation:

Critter Sitters will make every effort to call and confirm your appointment times. However, **do not** leave town without any confirmation. In the event we cannot contact you or your emergency contact, it is the **client’s responsibility** to contact us or services will not be rendered.

Upon client’s home return, Critter Sitters will always do our best to call and check in.

Prices:

Critter Sitters prices are mileage and time based only and will remain consistent as much as possible. However, prices are subject to change. Critter Sitters *will not make “special price accommodations”* and prefer to keep it fair and consistently equal for all.

Payments are expected on or before the first date of service. We accept cash or checks. If no payment is received within a grace period of 7 – 14 days after the pet owner returns home. Sitter will consider legal action to collect payment if necessary. There will be no future services through Critter Sitters until payment is completed.

Return Check Fee:

A returned check fee of $25.00 will be charged.

Forms:

*All forms* must be filled out and completed by the client in order to obtain services or no service will be rendered. Critter Sitters LLC is not allowed in the client’s house or property. However, as an ethical issue for the pet’s well being, the sitter will use their best judgment to ensure the safety of your pet(s).

Key Policy:

Critter Sitters will keep your keys on file for any future appointments. Keys will be locked and coded in an undisclosed secure location. If keys are not collected at the time of the consultation, and are not left from the sitter’s last visit, a $10.00 key and travel and return fee will be charged to the client. Keys are returned upon full payment of service.

Pets:

Pet Owner is responsible for supplying the necessary supplies needed for the care of their pet(s) such as food, water and food dishes, a fitting harness (halter, collar, leash) litter box scoopers, Cat Litter, bags, any cleaning equipment for messes, trash receptacle for stool, any medications. Client authorizes any purchases necessary for the performance of our duties and has agreed to be responsible for the payment of such items, and service fee’s in order for the sitter to obtain them, and will reimburse Critter Sitters LLC upon their arrival home within 7 days for all purchases paid and fee’s.

No form of serious pet-aggression will be tolerated due to our sitter’s safety and all involved. If the sitter cannot complete the appointment service, pet owner will be called and the pet will be placed in the pet owners vet kennel for the remainder of the time. Fee’s for pet transport will apply.

We are able to handle most situations with all dogs; size and weight by using positive reinforcement and focusing on good behavior and staying on-top of the situation.

Home / Yard:

If you authorize other individuals to access your property while you are away from home, Critter Sitters LLC is not responsible for any loss, financial or otherwise, resulting from any incident. Critter Sitters LLC is not responsible for any damages of indoor and outdoor plants, trash receptacles, burglaries, household repairs, or stolen items for any reason with the exception of the sitter’s negligence.

Client is responsible for pet-proofing the house and yard and the security of fences, gates, and latches. Critter Sitters LLC is not responsible for all the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.

Critter Sitters pet sitting service is there for the love of your pets! We do not handle your landscaping, pulling weeds, watering gardens, cleaning up your yard and refilling bird feeders. We will do what we can upon request and time allowance. We are not responsible for any outside water issues, death of plants, weed over-growth, gardens, bird feeders, etc. what’s so ever! We are there for your pets and their safety only!

Regular Pet Sitting Cancellations:

In the event your schedule has changed on a non-holiday day, please contact Critter Sitters and make this adjustment since there are other pets needing scheduled appointments.

We do not make refunds, we will issue credits upon your future pet sitting appointment times.

Holidays:

The following Holidays will incur an additional $5.00 per visit and a 50% non-refundable deposit to hold the scheduled appointment time. Rest of payment is due on or before the first day of the scheduled appointment time.

*“New Year’s Eve, New Years Day, Easter Day, Mothers Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.”*

Holiday Cancellations:

A 50% non-refundable / non-creditable cancellation fee will be incurred with the “exception” of severe weather, life threatening emergencies or death in the family. Critter Sitters cannot apply this for a refund or towards any future dates upon your cancellation.

\* If your visit is cancelled a week *or more* of your scheduled appointment time, your 50% deposit will be returned. If you cancel *within 3 days* of your scheduled appointment time during the holiday period, your deposit will not be returned, or credited towards future bookings.

Inclement Weather Plan:

Every effort will be made to drive to your home. The service schedule may be altered or interrupted due to unforeseen circumstances. IF it is NOT possible to drive safely to your home, you and/or your emergency contact will be notified. In the event the client does not provide a nearby emergency contact with access to your home for Critter Sitters, the client must realize that Critter Sitters will provide service, but not until conditions allow us to reach your home safely.

Critter Sitters has requested the name and phone number of a person living nearby, with access to your home. This should be a person close enough to walk to your home if roads are impassable. IF we are physically unable to drive safely to your home, this information is required so we may contact this person to request their assistance to check on your pet(s). Please remember garage door openers are not operational during a power outage.

Name of Emergency Contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship / Phone Number and Alternate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This agreement is valid from the date signed by the client for all future services held by Critter Sitters LLC.

I hereby state that I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_have read this form in its entirety. I fully understand, will abide, and will accept this Critter Sitters LLC “Policy and Client Agreement Form”.