

# Pepper's Pals Pet Sitting, LLC

## Home Visit Service Guide

### **Environment**

Some dogs are just homebodies! Pepper's Pals offers the "stay at home pet" personal visits during the time when Owners are traveling, working, or out for a longer than usual day. Remaining in their own home is an option for senior pets, a pet who is temporarily or chronically ill, has movement issues, or pets that may not be comfortable around other pets. Daily visits for Owners who work long hours are a great way to give your pet attention, exercise and a potty break during the day. Many Owners choose to leave a key or other entry option available to Pepper's Pals in the event of an unforeseen absence from home, thus providing peace of mind that someone will attend to your pets as needed. Two keys will be required if this is the preferred entry method. One for the pet care provider and one for the lock box at Pepper's, in case of any emergency. Pepper's Pals does not advocate leaving pets outside during the owner's absence from the home. For various reasons, this practice can be unsafe: storms, escape, theft, etc.

### **Evaluation**

Prior to the first scheduled visit, an evaluation or "meet and greet" will take place. A Pepper's Pals' team member will come to the home and meet with the Owners and pets, go over the routine, feeding instructions, walking schedule, medications and anything that may need attention in the home (alarm system, mail, watering plants, lighting, etc.) as the home visit doubles as a house sitting service as well. This is an opportunity for pets to become familiar with their care provider as well as for the care provider to assess pets for specific needs.

### **Special Needs**

All subcontractors and associates of Pepper's Pals are able to administer medications (orally, topically and limited injection options may be available.). Owner will be responsible for providing a schedule for any medications.

### **Visiting Hours**

The Owner and Pepper's Pals will discuss and determine the number of visits per day that works best for the pets. Morning visits begin at 7-8 am and the last nightly visits are from 9-10 pm. There is a one to two hour window for visits and we make every effort to complete morning visits as quickly as possible for pets' comfort. If the pet is on a specific timed medication schedule, they will receive priority over other scheduled visits.

### **Holidays and Sundays**

Your pet will receive visits seven days a week without exception. There is a surcharge (\$5-\$10) for visits on holidays. Pepper's holidays are: New Year's Eve, New Year's Day, Thanksgiving, Christmas Eve, and Christmas Day. All other generally recognized holidays are regular working days for Pepper's Pals.

### **Emergencies**

#### **Pet Emergencies**

Should the care giver observe any changes of a health or safety issue with the pets, Owner will be notified immediately and a plan implemented. Should the care giver be unable to reach the Owner, notification will be left at the contact information provided and care giver will use their best judgment with regard to the welfare of the pets.

### Care Provider Emergencies

If for any reason the regular care provider is unable to make the scheduled service visit, the Owner will be notified and an alternate care provider will perform the service visits. The alternate care provider will have access to pet information, keys and Owner contact information.

### Weather Emergencies

If a weather related emergency should arise during the Owner's time away from home, Owner will be notified and plans implemented (flooding, hurricane, power outages, etc.) If an evacuation order develops in Owner's location, Owner's emergency contact will be notified and asked to pick up pets or make arrangements in Owner's absence. Pets will not be left behind in any evacuation situation. Owner will assume costs related to any emergency shelter expenses. Owner may, of course, provide alternate plans in the event of weather emergencies.

### Fees

Fees are per visit and range according to the following: number of pets, number of visits per day, degree of special care, distance from care giver, and amount of activity desired by Owner.

Regular Visit (15-30 minutes)	\$22-\$25
Extended Visit (30-45 minutes)	\$30-\$40
Holiday surcharge	\$5-\$10 per visit (New Year's Eve, New Year's Day, Thanksgiving, Christmas Eve, Christmas Day)
Pet Taxi	\$15 - \$35 each way, depending on location, for vet visits and grooming appointments

Rates will be determined at initial evaluation and agreed upon at that time. Future service rates are subject to change if there are alterations in the home (new pet, time requirements, etc.)

### Payment

A detailed service report will be provided at the last home visit via PDF message to cell phone or email. Payment is due upon receipt. Accepted forms of payment are cash, check, Venmo or Zelle. Payment may be made payable to your care provider or Pepper's Pals.

### Cancelations

There is no penalty for cancelations, but please notify us as soon as possible. The home visit calendar space is limited and a waiting list may develop. A deposit for future bookings may be required for frequent cancelations.

### Deposits

During certain times of the year, a deposit may be required to hold your reservation. You will be notified upon booking. The deposit will depend on the amount of time being booked with a minimum of two night's fee. .

### Contact

You may contact Pepper's Pals care providers via phone call, email or text at any time. For contact after 6 pm, response may be the following morning.