

POLICIES

(Revised January 2024)

HOURS OF OPERATION: Normal service hours 8am-9pm / 9pm-8am reserved for overnight care & special needs pets / Office hours 9am-5pm & closed on Sundays. Some hours may be amended due to the nature of our business and the need for downtime.

SERVICE AREA: Page Park area of Morrisville NC. We normally work within 5 miles of our home, located in the Sterling Community at Crusaders Dr. & History Pl., Morrisville NC 27570.

NEW CLIENTS MUST SCHEDULE A MANDATORY CONSULTATION before service can be provided or scheduled on our automated system. Please call to schedule a consultation. This service is FREE of charge when scheduled in advance and allows an opportunity for us to get acquainted, to discuss your pet care routine, address any questions, create your client profile, and verify access to the home. Please have a house key ready for our meeting.

FEES:

- Our model is time based, so there are NO EXTRA FEES charged: 'per additional pet', for administering non-forcible medication and insulin, for watering house plants or garden, for collecting mail and packages, for curbing trash, for rotating lights & blinds, for light housekeeping, and for most special requests as the scheduled visit time allows.
- Meet & Greet Consultation: FREE to new clients when scheduled in advance / \$25 for short notice consultations (7 days or less notice) / \$20 for additional consultations beyond the first / \$40 for short notice holiday consultations (14 days or less notice).
- Milage / Out of Service Area: \$1 per mile is added for visits beyond the 5 mile service area. This fee is applied one way/ per trip/ from the intersection of Crusaders Dr. & History Pl., Morrisville NC 27560.
- Holiday Rates: \$5 added per visit / \$10 added per overnight / \$15 added per overnight on major holidays. See the holiday rates section for exact dates.
- Short Notice Requests: \$5 added to each visit with 48 hours or less notice. We welcome spontaneous requests and apply a small convenience fee for accommodating changes on short notice.
- Late Night & Early Morning Visits: We currently do not offer visits outside of normal service hours.
- Pet Taxi/Errands/ Pet Supply Run/ Wait time: Billed the same as pet sitting rates per time and mileage.
- Key pick-up/drop-off service: \$10 trip fee per key exchange.
- Late Payment Fee: \$1 per day shall be billed for late payments.
- Return Check Fee/ Payment Disputes: \$30
- Parking costs: Billed at actual cost.
- Note: The fees listed above may be compounded (ie. Short notice fee + holiday rate + mileage).

DISCOUNTS are offered to steady clients that regularly book Midday Dog Walking (M-F 11am-3pm). Discounts are not available on weekends and during the dates listed under 'Holiday Cancellations'.

PAYMENTS:

- **We accept Cash, Check, Zelle, Venmo (@aunthope), and ApplePay.**
- Deposits: All holiday bookings, all new clients, and clients with a history of cancellations are asked to pre-pay the entire balance upon booking in order to guarantee service.
- Payments (Cash or Check): Payment is due at the time of the first scheduled visit and should be left out for the pet sitter to collect upon arrival.
- Payments (Electronic): Client will receive a payment request and the balance is due within 5 days of invoice. Steady dog walking clients will be billed bi-weekly.
- PAYMENT DURING HOLIDAY: Full payment is collected in advance for reservations running through the dates listed under 'Holiday Cancellations'. Payment is due at the time of booking or by the date specified by your pet sitter in order to secure the reservation. If full payment is not received by the due date, the reservation will be forfeited and any partial deposit is subject to the rules of the cancellation policy.

CANCELLATION POLICY:

- We are a small business and reservations are taken on a first-come/ first-serve basis. We limit the schedule to a manageable volume so that we may offer the utmost personalized care. Cancellations made with little notice do not rebook, and other clients who have asked for your reserved time slots are turned away. Cancellation policy applies to changes for any reason, including late departures and early returns. We do not offer credits or refunds based on the cancellation policies listed:

NON-HOLIDAY CANCELLATIONS:

- Midday Dog Walking (M-F 11am-3pm): Same day cancellations = 100% of the total is charged.
- Pet Sitting and Overnight Care:
 - 5 days or less notice = 25% of the entire canceled service (\$5 min).
 - 48 hours or less notice = 50% of the entire canceled service (\$10 min).
 - 24 hours or less notice = 100% of the entire canceled service (\$300 max).

HOLIDAY CANCELLATIONS:

- **10 days or less notice for all services = 25% of the entire canceled service (\$10 min).**
- **5 days or less notice for all services = 50% of the entire canceled service (\$15 min).**
- **72 hours or less notice for all services = 100% of the entire canceled service (\$500 max).**
 - Presidents Day weekend.....(Friday 2/16/24 - Monday 2/19/24)
 - Easter weekend(Friday 3/29/24 - Sunday 3/31/24)
 - Memorial Day weekend.....(Friday 5/24/24 - Monday 5/27/24)
 - Independence Day.....(Wednesday 7/3/24 - Sunday 7/7/24)
 - Labor Day weekend.....(Friday 8/30/24 - Monday 9/2/24)
 - Thanksgiving holiday.....(Wednesday 11/27/24 - Sunday 12/1/24)
 - Christmas thru New Years.....(Saturday 12/21/2024 - Wednesday 1/1/2025)

HOLIDAY RATES: (1/2024 - 1/2025)

- **\$5 added per visit / \$10 added per overnight / \$15 added per overnight on Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day.**
 - Presidents Day weekend.....(Saturday 2/17 - Monday 2/19)
 - Easter weekend.....(Saturday 3/30 - Sunday 3/31)
 - Memorial Day weekend.....(Saturday 5/25 - Monday 5/27)
 - Independence Day(Thursday 7/4 - Sunday 7/7)
 - Labor Day weekend.....(Saturday 8/31 - Monday 9/2)
 - Halloween.....(Thursday 10/31 after 3pm)
 - Thanksgiving weekend.....(Thursday 11/28 - Sunday 12/1)
 - Christmas holiday.....(Saturday 12/21 - Wednesday 12/25)
 - New Year's holiday.....(Tuesday 12/31/2024 - Wednesday 1/1/2025)

TERMS OF SERVICE

Policies & Fees: Client agrees to familiarize themselves with the policies, rates and fees listed on our website.

Consultations: A consultation is required for new clients and reservations cannot be scheduled or placed on hold before the initial consult has taken place. Any requests made prior to this meeting will be deleted from the automated system. This helps keep our calendar open to established customers. All parties forfeit claims to a schedule of service when the consult has not been agreed to within a timely manner. We recommend scheduling your consultation in advance to secure reservations.

Return Home Policy: We ask that all clients send us an 'I'm home' text upon returning from their trip. Travel delays occur regularly and this policy assures that your pet will be cared for in the event of your delay.

Without notification, we can only assume that you have not arrived home yet and that your pet(s) will require continued care. In such case Aunt Hope's Pet Care LLC will use their discretion to schedule additional visits. The client will be billed for any such visits even when the petsitter arrives on location and service is not needed because the client failed to send the check-in text.

Required Vaccinations: Client attests that all pets are current on licenses and vaccinations required by the state, city, and county in which they reside. Pets are required to wear their current rabies medallion during all pet sitting visits. We accept medical waivers for elderly and ailing pets.

Minimum Visits for Vacation Pet sitting: Your pet's safety and well-being are the number one priority. In order to ensure your pets are thriving, we require a minimum number of visits while you are away:

One visit per 24 hours for healthy adult cats and small animal species.

Two visits per 24 hours for elderly or ailing cats and small animal species, and for most kittens.

Three visits per 24 hours for most healthy adult dogs, and for young kittens 1-12 weeks old

Four visits per 24 hours for elderly or ailing dogs, for puppies, and for certain special needs pets.

We do not provide care to puppies less than 12 weeks old. We will not agree to every-other-day cat visits. Client agrees to the scheduling discretion of Aunt Hope's Pet Care LLC to appropriate visits for their pets. Furthermore client agrees that Aunt Hope's Pet Care LLC cannot be held liable for any pet left unattended beyond the guidelines listed.

Arrival Times: Aunt Hope's Pet Care, LLC cannot guarantee an exact arrival time. All visits are scheduled within a two hour time block which means we may arrive within 60 minutes of your scheduled time (up to 60 minutes before or 60 minutes after). We use this window to prioritize special needs pets, to accommodate for any travel delays, and for last minute events or emergencies. Scheduling priority is given to pets requiring timed medication, to vacation dogs, puppies, and elderly pets.

Length of Visits: Aunt Hope's Pet Care, LLC reserves the right to shorten or lengthen scheduled visits at our discretion for any reason. Such reasons may include inclement weather, aggressive pet behavior, awkward or unsafe conditions, when the client has not requested an adequate amount of time to perform all duties, time consuming cleanup of pet related accidents, pet care emergencies, emergencies of any kind, lockouts, and/or maintenance issues of the client's property. Visit time begins when your sitter arrives at the location. Any delays such as lengthy conversations with the client will affect the time spent with your pet(s).

Request for Service- All request for service are to be submitted in writing by the client through the booking portal at www.aunthope.com OR via text to 574-855-6026. Client requests must include calendar date, preferred arrival times, and the desired length of time for EACH visit.

Client agrees to be responsible for checking and maintaining the accuracy and integrity of their schedule through the portal and understands that requests are not confirmed without written notice from Aunt Hope's Pet Care, LLC. Verbal requests will not honored, recurring visits are never assumed, and all appointments must be requested in writing. Reservations cannot be placed on 'hold' and 'tentative' appointments are never guaranteed. All short notice changes are subject to the general policies and will be billed as such.

Dog Walking Equipment: Aunt Hope's Pet Care, LLC does not rely on the safety of collar only walks and retractable leashes. All pets are required to wear a no-slip harness during walks and outside activities while being secured to a standard six foot leash. If you do not have the proper equipment, we will be happy to use our own until you can obtain them for your pet(s).

Express Visits are not to be used as the sole means of vacation pet sitting or when multiple dogs require a walk. This is a quick visit for your pet's basic needs and is only available to neighbors within 2 miles of travel.

Loss of Animal: Client is responsible for ensuring that all pets are wearing their rabies tag and an identification tag which includes the most recent and legible client contact information. Aunt Hope's Pet Care, LLC cannot be held responsible for the loss of pets with a propensity for bolting or escaping, pets that are aggressive, leash reactive, and during the malfunction of the client's dog walking equipment. Aunt Hope's Pet Care, LLC will not be responsible for the loss, injury, death, or legal consequences of any pet that is granted unsupervised access to outdoors.

Third Parties- The client is responsible for informing Aunt Hope's Pet Care, LLC of any third parties having access to their home during our scheduled service periods. Please inform others (ie. repairman, cleaners, family, friends etc) that we are scheduled to arrive. We reserve the right to immediately terminate any scheduled pet care in the event that third parties have shared access to the client's property when those arrangements were not previously discussed at the time of booking. Client agrees that sharing access to their

property with anyone not directly employed by Aunt Hope's Pet Care, LLC will waive our liability and bonding insurance for the entire period in which our services are scheduled. Therefore Aunt Hope's Pet Care LLC cannot be held liable for the injury, death, loss of pet(s) and/or damage to the client's property.

Shared Pet Sitting: Aunt Hope's Pet Care, LLC does not support shared pet sitting arrangements due to safety and liability concerns. If you believe your circumstances are unique, a written agreement may be drawn between the client and Aunt Hope's Pet Care, LLC. The client understands that in entering such an agreement Aunt Hope's Pet Care LLC will waive our liability and bonding insurance and cannot be held responsible or liable for the injury, death, loss of pet(s) and/or damage to the client's property when a shared pet sitting arrangement has been agreed to.

Errands, Pet Supplies and Medical Care: Client is responsible for the cost of pet food, medications, medical care, and other pet care essentials. A trip charge will be added for any errands required to accommodate your pet while under our care.

Lockouts: Please verify that your key will open your door, that locks are functioning well, and that batteries are fresh in the keypad entries. A garage door opener or garage code will not be accepted as the only means of entry into the home as a power outage will prevent your sitter from gaining access. In the event that a locksmith is needed to gain entry to the client's home for any reason, the client agrees to reimburse Aunt Hope's Pet Care, LLC for all costs incurred.

Security Systems: Please verify that the alarm codes provide to us are valid. Client shall provide a working passcode, password, alarm company phone number and instructions to set and disarm the security system. It is recommended that you arrange a separate code solely for pet sitter use, and that you notify your alarm company that this code will be used for pet sitting services.

Communicable disease: If your pet is a carrier of any Communicable disease, you must disclose this information prior to care. Some viruses are highly contagious and can be transferred easily upon clothing and to the next pet client. Aunt Hope's Pet Care, LLC may exercise the right to deny service at any time, for any reason, at our discretion.

Medical Emergencies: Aunt Hope's Pet Care, LLC's protocol is to contact the client if an issue arises. If the client cannot be reached, we will reach out to the emergency contacts listed in your file. If neither parties can be reached in a timely manner Aunt Hope's Pet Care, LLC will use their discretion to transport and/or seek medical care for the client's pet(s). For routine medical care Aunt Hope's Pet Care, LLC will attempt to arrange a visit with the veterinarian of your choice as long as the clinic is within reasonable travel distance and scheduling is favorable. For medical emergencies Aunt Hope's Pet Care, LLC will seek care from the nearest available veterinarian. The cost of any medical treatment is the financial responsibility of the pet owner except in the event of gross negligence on our part.

Natural Disasters: Client authorizes the relocation of their pet(s) to a safe location in the event of a pending or eminent natural disaster or emergency.

Pet Abandonment: Grounds to assume pet abandonment will be considered during the following circumstances: Pet is not collected within three days of the scheduled pick-up date or client return date and the client is non-responsive to at least three communication attempts over that three day period whereas the client has not expressed their inability to communicate prior to the start of service. Aunt Hope's Pet Care, LLC reserves the right to make alternate arrangements for the care of the client's pet(s). Arrangements include but are not limited to directing care of client's pet(s) to the emergency contact persons, boarding pet(s) at an alternate location or facility, or relinquishing pet(s) to a local shelter. Client agrees to be responsible for any outcome of alternate care and shall indemnify and hold harmless Aunt Hope's Pet Care, LLC of any expense, injury, damages or expenses as a result thereof.

Limitation of Liability- Aunt Hope's Pet Care, LLC will endeavor to offer only safe and responsible care for your pet(s). Client understands the inherent risks of owning a pet, including but not limited to the risk of bites to themselves and others, interactions with other pets within their home and/or interactions with other animals during walks and playtime. Furthermore, client will remain responsible for the actions of their pet(s) at all times and will hereby agree to indemnify and hold harmless Aunt Hope's Pet Care, LLC of any and all claims of injury, loss, damages or expenses caused by the actions of their pet(s) or others.

Aunt Hope's Pet Care, LLC will act with all due respect and caution in the client's home. Client understands that acts of nature, faulty equipment, and improperly maintained items within or around the home and/or third parties could potentially cause damage to their property. Client agrees to indemnify and hold harmless Aunt Hope's Pet Care, LLC of any and all claims of injury, loss, damages and expenses to the client's home or

property while under our care, custody and control UNLESS such damages are caused as a direct result of willful misconduct and/or gross negligence on the part of Aunt Hope's Pet Care, LLC. Client understands that the recommendation of any product or service is not a guarantee of their satisfaction with that product or service.

Insurance & Bonding- We are fully bonded and insured for care, custody, and control with Pet Care Insurance, Certain Underwriters at Lloyd's, London. Our policy also includes broadened property damage. Proof of insurance will be presented during the initial consultation and the client may request a copy at any time.

Payments: We accept Cash, Check, Zelle, Venmo (@aunthope), and ApplePay.

Late payments : A fee is applied to any delayed payment. Any outstanding balance of 90 days will be turned over to a collection agency or a suit filed in small claims court. In addition, the client agrees to cover any legal and additional expenses accrued in an attempt to collect such debt.

Social Media- Client gives Aunt Hope's Pet Care, LLC permission to use photos of their pet(s) on social media, for promotional and/or advertising purposes. Your personal information will never be shared.

Note- Aunt Hope's Pet Care, LLC & DBA Hope Polenica prices and policies are subject to change without direct written notice to the client. Please refer to our website for the most current information or request a printable menu.

PRIVACY POLICY

Your privacy is very important. Aunt Hope's Pet Care, LLC is committed to respecting and protecting your right to privacy. This policy explains what information we collect and how we use that information.

- We gather information directly from our clients and only have access to information that you voluntarily provide us via email, text, client files, client portal, social media, or other direct contact from you.
- We use your information to provide service and correspond with you regarding the reason you contacted us. We will not share your information with any third parties other than is necessary to fulfill your request. We will only retain personal information as long as necessary for the fulfillment of those purposes.
- We are the sole owners of the information collected on our website.
- We will never sell, rent, or share our mailing list.
- We will never sell, rent, or share personal information you provide to us be-it in person, through forms, or through our website. We will only share personal information by lawful and fair means, and will not disclose your information to any other entity without your knowledge or permission.
- Employees are granted access to minimally specific information required in order to perform their specific tasks.
- We will protect personal information by reasonable means and reasonable security safeguards against unauthorized access, use, theft, loss, copying, disclosure, and/ or modification.
- Our payment processing gateways used encryption to protect, sensitive information transmitted online. We also protect your information off-line.
- We may contact you via email or text to inform you about new products or services, special, promotions, or changes to any policies.

Your access to, and control over information:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

You may opt out of any future contacts from us at any time by contacting us at 574-855-6026, aunthopespetcare@yahoo.com or www.aunthope.com. If you feel that we are not abiding by this privacy, please contact us immediately. We are committed to conducting business ethically, lawfully, and in accordance with these principles.