

Jay's Pet Care

Client Policies & Service Agreement

At Jay's Pet Care, my goal is to provide dependable, loving, and professional care while keeping expectations clear for everyone involved. These policies help ensure a smooth experience for both pets and pet parents. By booking services with Jay's Pet Care, clients acknowledge and agree to the following.

Services & Scope of Care

- Jay's Pet Care provides dog walking, drop-in visits, cat care, house sitting, feeding, fresh water, playtime, litter cleaning, potty breaks, medication administration (when agreed upon), and companionship for pets.
- Basic home care such as bringing in mail, watering plants, rotating lights, or similar tasks may be included if discussed ahead of time.
- Jay's Pet Care will make reasonable efforts to care for pets according to the client's instructions.

Payment Policy

- Payment is due at least one (1) day prior to the start of service unless otherwise agreed upon.
- Jay's Pet Care reserves the right to refuse or cancel services if payment has not been received before the scheduled booking begins.
- Accepted payment methods include Venmo, Zelle, Cash App, cash, or other agreed-upon methods.

Cancellation Policy

- 48+ hours before service: Full refund.
- 24–48 hours before service: 50% refund (50% of booking retained).
- Same-day cancellations: 30% refund (70% of booking retained).

Holiday Pricing

- A \$4 holiday surcharge may apply on major holidays due to limited availability and increased demand.

Client Responsibilities & Expectations

- Provide accurate feeding, medication, and care instructions.
- Supply necessary food, medication, leashes, harnesses, litter, and other pet supplies.
- Disclose aggression, biting history, anxiety, reactivity, escape tendencies, medical concerns, or behavioral concerns before service begins.
- Provide working keys, lockbox access, codes, or entry instructions prior to service.
- Notify Jay's Pet Care of any in-home cameras or monitoring devices.

- Ensure emergency contact and veterinary information is up to date.

Emergency Contact & Veterinary Care

- Client must provide a preferred veterinarian, emergency veterinary information, and at least one emergency contact authorized to assist or make decisions if the client cannot be reached.
- Jay's Pet Care will make reasonable efforts to contact the client first in an emergency.
- If immediate action is necessary, Jay's Pet Care may seek veterinary care in the pet's best interest. Clients agree to assume veterinary expenses.
- Clients authorize Jay's Pet Care to make reasonable decisions regarding the pet's safety, comfort, and wellbeing when immediate owner direction is unavailable.

Medication Policy

- Jay's Pet Care is happy to administer medications when agreed upon in advance.
- Jay's Pet Care is not responsible for missed medication if medication, supplies, or instructions are not provided by the client.

Walks, Weather & Safety

- For pet safety, walks may be shortened, adjusted, or replaced with indoor enrichment during extreme weather, unsafe temperatures, storms, icy conditions, or other safety concerns.

House Sitting Expectations

- House sitting days run from 5:00 PM to 4:59 PM the following day unless otherwise arranged.
- Pets may be left alone for up to five (5) hours at a time during house sitting.
- Pets requiring near-constant supervision may require different care arrangements and pricing.

Home Access

- Clients are responsible for providing working keys, access codes, lockboxes, or clear entry instructions before service begins.
- If Jay's Pet Care cannot access the home due to incorrect information, lockouts, malfunctioning systems, or uncommunicated changes, the scheduled service may still be charged.

Photos & Updates

- Jay's Pet Care provides updates and photos during care whenever possible.
- Unless otherwise requested, clients grant permission for pet photos to be used on Jay's Pet Care social media, website, or marketing materials. Clients may opt out at any time.

Insurance & Liability

- Jay's Pet Care is insured through Pet Sitters Associates while pets are in care.

- Jay's Pet Care will always act in good faith and in the pet's best interest.
- Clients agree not to hold Jay's Pet Care liable for illness, injury, escape, loss, property damage, or unforeseen incidents except in cases of gross negligence or intentional misconduct.

Right to Refuse Service

- Jay's Pet Care reserves the right to refuse or discontinue service due to safety concerns, undisclosed aggression, inaccessible homes, nonpayment, or situations that place the pet sitter, pets, or home at risk.

Agreement

By booking services with Jay's Pet Care, the client acknowledges that they have read, understood, and agreed to these policies and expectations.