



## Welcome to Family Tails Pet Sitters (FTPS)

Family Tails Pet Sitters (FTPS) is a socially responsible company dedicated to providing you with the best professional in-home pet-care in the Maryland. We strive to provide a sustainable work-life balance and support living wage provisions for our pet sitting network of dog walkers, pet sitters, and vet techs. Our passion is providing premium animal care and to serve our local, national and global communities.

The following list of services and guidelines was put together to help provide you with a clear understanding of our business practices. We promote 100% transparency of all costs associated with your pet care and the purpose of this document is to share with you our best practices and policies that have been designed to improve efficiency of our services. These policies have been compiled and revised over more than 5 years and are based on more than 16,000 pet visits. If you need something not listed, just ask!

### Pet Sitting Services and Fee Schedule

*FTPS basic pet sitting rate is **\$21**. The first consultation with your pet sitting team is always **FREE**. All new families to FTPS are charged a **\$30** one-time administration fee.*

Below is a breakdown of all current services and rates offered by Family Tails.

#### SERVICES:

Please keep in mind that these are base rates.

We offer reasonable rates depending on your pets' needs and your budget.

*(All pet sitting services rates are based on 1 animal/visit. Please see note for additional multiple-animal visits per family)*

- Standard pet sitting (7 a.m. – 9 p.m.) - \$21/visit.
- Early morning pet sitting (before 7 a.m.) - \$25/visit.
- Late night pet sitting (after 9 p.m.) - \$25/visit.
- Mid-day dog walking (30 mins offered 11 a.m. – 2 :30 p.m.) - \$21/visit
- Continuous pet sitting/day-care (minimum 2 hr booking) \$15/hour
- Extended pet visit/dog-walk - \$10 every extra 15 mins.
- Overnight house-sitting and pet-care – (Arrival 6 p.m. Departure 9 a.m.) \$90/night
- Pet-taxi service - \$50 rtn local trip and \$20/30-min wait.
- Repeat initial consultation are billed as a normal pet-sitting - \$21/visit

#### DISCOUNTS:

FTPS offers a reduced rate to our regular/monthly (more than 3 service requests a week) **mid-day dog-walking families of only \$19 per walk**. This discount does not apply to

morning or afternoon pet-visits or general vacation requests.

### **LATE FEES/EMERGENCES:**

Additional charges are made for all last minute (less than 12 hours notice or after COB for next day services) and emergency calls/visits. See below for a breakdown.

- Standard late booking fee (less than 12 hours) - \$21
- Major Holiday weekend late-booking fee (less than one week) - Requests made 5 days or less prior to Thanksgiving, Christmas, New Years or July 4<sup>th</sup> and Labor Day holidays will incur a \$50 late-booking fee.
- Emergency pet-care (flat fee) - \$50 base fee other charges as needed.

### **PET VISIT ADD-ONS:**

Families with more than one animal will be charged \$3 additional pet fee for members that are being cared for during a requested pet-visit. Family Tails will administer essential oral and topical medications, insulin injections and subcutaneous fluids for your pet at a flat additional rate per visit. All pet-visits that occur on Government listed Holidays and during the Christmas/New Year period are subject to a surcharge.

- Essential medication including injections, fluids, pills, creams etc. - \$5/visit
- Additional pet fee - \$3 per one dog and two cats. For example two dogs walked = \$24 and 3 cats \$24/visit)
- Holiday surcharge - \$10/visit. This fee goes directly to the sitters that work on holidays. Overnight stays on holidays are \$130.

***Annual list of Holidays subject to surcharge:*** New Year's Eve, New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Eve, Christmas Day, Boxing Day.

### **PAYMENTS**

Pet sitting is a pre-paid service. Overnight house sitting and pet sitting must be paid in advance to secure your reservation on the schedule. We accept Visa and Mastercard. Payment processing service fee is 3% of total invoice.

## **Administrative Fees and Key Management**

To maintain the standard of our services and ensure efficient management, security and oversight of our database, Family Tails charges the following administrative fees. These help us ensure a robust operational and scalable infrastructure that will allow us to better meet your unique pet care needs.

- One time registration/administration fee for all NEW clients - \$30
- Client provides two sets of keys at the time of the initial meeting to pet sitter. One set is kept with your daily pet-care professional and the other set is for use in case of an emergency.
- For convenience, Family Tails recommends that clients maintain keys in a home-based lockbox. Lockboxes offer the most convenient and secure way to provide access to your home. We can provide a lockbox or you can purchase one of your own preference. Attach

- it in any location outside the home that is convenient for you and the pet sitter.
- KEY PICKUP/DROP OFF - \$5 will be charged every time this is requested.
- Lock box fee - \$20 – available for rent.

## Service Procedures

All services and fees listed above assume the owner provides necessary supplies (leashes, food, treats, litter) and that a single person is able to perform the requested service. If additional materials or personnel are required, prices may vary. If upon further consultation with your assigned pet-care professional we determine that they cannot perform the services requested in the allotted time or without additional personnel we will request authorization to spend extra time, allocate more personnel or amend the services to be performed.

NOTE ON TIPPING: If you're happy with the services your pet sitter provides, consider leaving a cash tip of 15% of the total bill. Tips are appreciated and acknowledge a job well done but they are not expected.

NOTE ON OTHER SERVICES: Please note, we do not provide professional grooming, bathing or training services. We have excellent references for anyone interested in these services and can also provide references for quality pet-friendly house-and-carpet cleaning companies upon request.

### Time of Mid-day Walker Arrival

**We operate mid-day dog walks between 11 am and 2:30.** We cannot, unfortunately, guarantee a specific time within that time window due to the potential for unexpected delays that walkers may encounter throughout their day. **If you have specific time window, let us know.** Your mid-day walker will arrive during your two-hour time window.

### Sitter Sick Days and Time Off

Occasionally Family Tails sitters and walkers get sick or request time off. We will always let you know that your preferred walker has requested time off and arrange for another team member to walk your dog. We make sure that each substitute is prepared.

### Family Tails Inclement Weather Policy

**For Midday Dog Walks: This applies to our regular scheduled mid-day dog walks ONLY.**

- If the Federal Government is closed, all midday walks are cancelled at no charge to the client family. ***If you still need us, you need to let us know by 10am.***
- If Federal Government is on liberal leave or closes early, midday walks are **NOT** cancelled.

We reserve the right to cancel midday walks due to weather or other emergencies. You will be notified of cancellations as soon as possible.

***Family Tails reserves the right to cancel visits if walkers are unable to safely reach your home. The service schedule may be changed, interrupted, altered or cancelled due***

*to emergency circumstances.*

### **For Pet Sitting Visits**

Our pet sitters will reach your home as soon as it is safe to do so. When you are traveling, we do ask that you provide us with the telephone number of a trusted neighbor that can check on your pets in the event of any type of emergency circumstance.

Remember to make sure that your pet sitter can safely access your home. Steps and walkways should be clear of ice and snow. If you are traveling in the winter, please arrange to have a neighbor clear a path in the event of snow or ice.

## **Scheduling Requests, Changes and Payments**

All scheduling requests have to be made via email or voicemail to the Family Tails direct email/voicemail listed above. Service requests and changes should not be made through your pet sitter and cannot be guaranteed. A service request has not been confirmed until you receive your official FTPS service order.

Family Tails enforces all late booking and late cancellation requests and levies fees against late payments. Please see below for a review. These can also be found on the bottom of each service order.

**Late Holiday Booking** – Family Tails requires all bookings for Holiday weekends to be made 2 weeks in advance to secure services. Bookings made one-week prior this time will incur a \$25 late-booking fee. Requests made 5 days or less prior to Thanksgiving, Christmas, New Years or July 4<sup>th</sup> and Labor Day holidays will incur a \$50 late-booking fee.

**Cancellation Policy** - You are free to cancel any days that you do not need, but we request notice 24 hours in advance or by the close of business (according to published office hours) the day prior to the day you need service to avoid cancellation fees. The canceled visits will be removed from your invoice and you will not be billed for them. If your service term or billed period has started, visits canceled within the above-specified time will be credited to your account for your next scheduled service. Visits canceled without enough notice will be charged the normal visit rate. \*Note: Credits for canceled visits may be used anytime within the next 6 months.

**Payment of Invoices** - Family Tails requires payment of all invoices at the beginning of each service. A grace period of 30 days is permissible. Payments received after this time will be subject to a 10% late fee and a 5% cumulative fee every month thereafter. Please contact Family Tails to arrange a payment plan if necessary.

**Changes to schedules** – all schedule changes must be made in writing via email ([familytailspetsitters@gmail.com](mailto:familytailspetsitters@gmail.com)) or leave a phone message to 301-277-3570 to Family Tails management team directly for your service to be altered. Requests made via pet sitters cannot be guaranteed.

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