

Cozee Pet Policies & Guidelines

Booking a Pet Sitter

Cozee Pet Sitters is a professional pet and house sitting service. When you book a series of walks or cat visits for a specified period (like a weekend or vacation), the full amount may be due at the time of booking. For house sitting services (with pets or without), a deposit of half the total fee may be due at the time of booking, and the other half due upon arrival for the first night of sitting. If you find you need to extend your trip, please check with us first by phone or text.

Cancellation Policy

For dog walking and pet visits, cancellation must be made 7 days in advance for a refund of the fee. For house sitting (with pets or without), cancellation must be made 30 days in advance of the start date for a full refund. If the cancellation is made less than 30 days from the start date, half of the total fee is due and payable; if the deposit of half the total fee has been made and cancellation is less than 30 days from the start date, the deposit will not be returned.

About the Weather

There may be a few times a year that we deem the weather to make walking your pet according to the normal routine, or turning them outdoors, a danger to their safety or to the safety of the pet sitter; Cozee Pet Sitters reserves the right to alter the routine accordingly. There may also be times when the weather makes road travel unsafe and, when this is the case, an attempt will be made to find another sitter who can reach your pets safely. In any case, the client agrees to hold harmless Cozee Pet Sitters in these events. If you plan to travel during icy weather, it is recommended that you arrange for a back-up sitter or to leave plans flexible. If we cannot make it to your pets due to weather, your payment will be returned but Cozee Pet Sitters will not be responsible for any other expenses incurred by the client, including other pet sitting or boarding fees, travel and the like. These policies also apply to illness by Cozee Pet Sitters if the illness makes it inadvisable or impossible for the sitter to travel. The client authorizes Cozee Pet Sitters to arrange for a substitute pet sitter if necessary and does not hold Cozee Pet Sitters responsible for any aspect of the substitute sitter's service.

It is strongly recommended that you give a neighbor a key so they can check on your animals in the unlikely event of an emergency, weather event, or natural catastrophe. It

is also recommended to allow Cozee Pet Sitters to retain a key in case of last-minute requests and/or return visits.

Emergency Pet Care

In the event your pet needs emergency care, every effort will be made to get your pet to his or her regular veterinarian. If the event is after hours, your pet will be transported to the nearest pet emergency clinic. The pet owner agrees to hold Cozee Pet Sitters harmless for the animal's medical situation and transportation, except in the case of gross negligence. There is a medical transport fee of \$35.00 and a fee of \$20/hour for time spent at the veterinarian. The client agrees to reimburse Cozee Pet Sitters for any expenses related to veterinary care, medicines and supplies.

Clients are asked to verify that pets are up-to-date on their rabies and distemper shots.

It is strongly recommended to have a pet carrier available for your size pet.

House Sitting

While we are house sitting for you, we may also have short-term clients (like daily dog walks) to attend to, but your pet's scheduled feeding, exercise, and medications will also be attended to on time. We may also leave the house to attend to personal errands. The client agrees to reimburse Cozee Pet Sitters separately at the rate of \$25/hour for any time spent confined to the home waiting for repairmen and the like and to reimburse Cozee Pet Sitters for any necessary supplies to keep the home safe and clean. Any breakable or valuable items should be stowed away; Cozee Pet Sitters cannot be responsible for those.

Pet Behavior

It will be the client's responsibility to tell the pet sitter about any behavioral issues (straining at leash, excessive barking, chewing up things, jumping, tendency to escape etc.) as well as any aggressive behavior by their pet toward people or other animals. If the pet bites the pet sitter, the client agrees to cover all related medical costs. If the pet bites anyone else or another animal, the client agrees is responsible for any injury to a third party and agrees to hold Cozee Pet Sitters harmless for actions taken by the pet and any results of that action. Cozee Pet Sitters cannot be responsible for any damage the pet causes to any items on the property, inside or outside the house. Any hazardous materials, as well as breakable or valuable items, should be stowed safely out of the pet's reach.

It is the responsibility of the client to secure the property in such a way that a pet may not easily escape confinement, including pet doors, crates if used, fences, gates, invisible fences, etc. If the client wishes the pet to have access to the outdoors, Cozee Pet Sitters cannot be responsible for escape from confinement; a separate fee of \$20/hour will apply for time spent looking for the animal and dealing with escape.

It is strongly recommended that the animal have identification such as collar, tag, and microchip.

Cozee Pet Sitters cannot be responsible for the refusal of any animal to accept medication.

Miscellaneous

Client agrees to allow Cozee Pet Sitters to take photos of the pets for their files and to be shared on social media, website and other promotional materials. No other information besides the pet's name, breed and age will be shared. All photos are the property of Cozee Pet Sitters.

We ask that you provide a safe environment for your pet sitter, including indoor and outdoor lights, paths and steps cleared of any ice or slippery substances, etc.

Cozee Pet Sitters reserves the right to cancel this agreement at any point if there are concerns about the safety of the sitter and/or the pet and to, if necessary, place the pet in a kennel for the duration of the scheduled house/pet sitting time; in that event, the client agrees to reimburse Cozee Pet Sitters for any related expenses and to hold Cozee Pet Sitters harmless for the results of cancellation and kenneling.

Agreed by Client

Signature _____

Print Client Name _____

Date _____