

Burlingame Pet Sitting

3030 Canyon Road, Burlingame, CA 94010 | (650)524-5070 | info@burlingamepetsitting.com
burlingamepetsitting.com

Standard Terms & Conditions

Small Pet Sitting service visits are scheduled between 9:00 am and 6:00 pm, Monday thru Friday, with some evening hours scheduled for pets left alone overnight. We will schedule visits within a time frame and strive to arrive at that time; however, we must ask for you to allow a one hour adjustment in the case of inclement weather or traffic. For any pet that may need medication administered at a specific time, we will schedule accordingly. Please let us know at the time of your reservation if specific times of day are critical. 30-minute visit periods are arranged for mornings, afternoons, and evenings. We ask that all clients utilize a Key Storage Lock Box so that we may safely access the keys to your home and your pet securely.

Please note: If you live in an area with limited street parking, a parking spot must be provided.

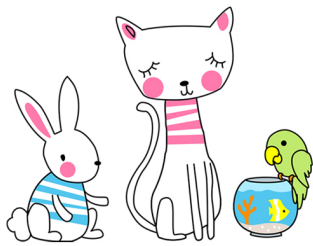
A minimum 7-day advance notice is required for service cancellation.

Please be sure that there will be enough food, toys, treats, litter, and favorite items for your pet during the time that you will be away. Your Pet Sitter also needs to know about the location of your pet carrier, pet bedding, food bowls, and your pet's health care products. Cleaning supplies should be where they can easily be found if needed. (Note: If there is not sufficient cat litter available there will be a \$45 fee if we have to leave to purchase extra litter.)

Ensure that any access to the pool or garage is blocked to pets, as these are potentially dangerous places. Notify your Pet Sitter of any other rooms, furniture, or outdoor areas that are off-limits to your pet. We need to know the time and date of your departure and return. Providing a detailed itinerary ensures that you can be reached in any emergency. We will also need to be aware of things around your home such as sinks that don't drain properly, toilets that overflow, tricky door locks, and any other pertinent information. Let us know the areas in which your pet is not allowed, where your thermostat is and how to operate it, and where supplies are located. Thermostats shall be set at a comfortable temperature for your pets while you are away. Additional details such as whether anyone else will be in your home during your absence, or if your pets are allowed outdoors; are also important. We ask that you ensure that your yard is secure; gates are locked, and any other security details are described as needed.

Pet Supply & Food Pick-up is scheduled within a time frame and we strive to arrive at that time; however, we must ask for you to allow a one hour adjustment in the case of inclement weather or traffic. For any pet that may need medication picked up at a specific time, we will try to schedule accordingly. Please let us know at the time of your reservation if a specific time of day is critical. Trips occur only M-F.

Cancellation notice to be provided 24 hours in advance for credit.



Burlingame Pet Sitting

3030 Canyon Road, Burlingame, CA 94010 | (650)524-5070 | info@burlingamepetsitting.com
burlingamepetsitting.com

Pet Veterinarian Information

Display the name and phone number of your Veterinarian in a prominent place. Include the name and phone number of your regular Vet and an Emergency Vet.

Your Pet Sitter will need to know the following about your pet(s):

- medical history
- immunization records
- microchip or any other identification information
- medications
- any minor health problems or phobias
- and whether your pet has ticks or fleas

Pet Medications

If your pet is on medication, your Pet Sitter needs to know. For multiple pets on medication, it can be helpful to place each separate dose in labeled pill organizers or small plastic bags marked with permanent marker to show: pet name, time to administer the medication, date, and the amount of dosage.

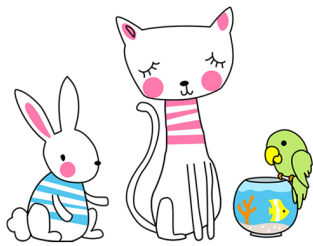
Your Emergency Contact Information

Provide your Pet or House Sitter all of the information for how to reach you: mobile phone, hotel name, hotel location, room number, and any other information about where you will stay. Include a phone number for a local neighbor, friend, or family member. If you rent your home, your Sitter should have your landlord's name as well. Ask a trusted neighbor to keep an eye on your home and let them know that a Pet Sitter will be coming to visit while you are away. Provide them with a key in case of an emergency, or in the event the Sitter cannot make a scheduled visit due to the weather or a traffic emergency.

Holiday Schedule & Fees

Schedule ahead to ensure that we have open appointments for you over the Holidays – New Year's Eve & New Year's Day, President's Day, Easter, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving Day & the day after, Christmas Eve & Christmas Day.

For Small Pet Sitting Visits there is a surcharge of \$15.00 per day for Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, The day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.



Burlingame Pet Sitting

3030 Canyon Road, Burlingame, CA 94010 | (650)524-5070 | info@burlingamepetsitting.com
burlingamepetsitting.com

Key Storage Lock Box

Burlingame Pet Sitting asks that all customers utilize a Key Storage Lock Box that can hold a minimum of two sets of keys, or at least two duplicate keys to your home. The combination you choose, and the location of your lock box, will be entered into your private and secure Client Information Records.

Payment, Cancellation, and Refund Policies

Because each customer and pet is important to us, we must schedule appointments and visits carefully. Payment methods that Burlingame Pet Sitting accepts are cash, checks, or Venmo. Due to the amount of scheduling we do, payment is required at the time of booking your services with us.

Our late payment fee is \$27. This is if you are unable to send payment by Venmo, once notified of failure to pay, and must wait until you get home from your trip. We charge \$35.00 for any returned check.

For Cancellation of Pet Taxi or Pet Supply Pick-Up Service – Cancellation notice to be provided 24 hours in advance for credit. For example, if your appointment is scheduled for 3:00pm, you need to advise us prior to 3:00pm the day before service to receive a refund.

For Cancellation of Small Pet Sitting Visits – In the event of a cancellation, fees can only be returned upon a minimum 7-day advance notice. In the months of November, December, and January, a 2 week (14 day) advance notice of cancellation is required in order to receive full credit. Payment is refundable up until 14 days prior to Pet Sitting Visits during Holidays.