



P.O. Box 13272  
 MILL CREEK, WA 98082  
 WWW.LUCKYLEASHPET SITTING.COM  
 MAIL@ LUCKYLEASHPET SITTING.COM  
 OFFICE: 425-357-6181 MOBILE: 425-737-7146

# Lucky Leash Policies 2011

CLIENT REFERENCE SHEET

New Client Set-up & General Information	
<b>Consultation</b>	To meet you and your pets, collect the necessary paperwork and keys/codes, and get familiar with your pet care routine.
<b>Service Areas</b>	South Everett, Mill Creek, North Bothell, and West Snohomish.
<b>Licensing &amp; Insurance</b>	Lucky Leash is licensed to do business in Washington State and the cities we serve. We refrain from using the term "Licensed", as this can be misconstrued, since there is, as yet, no "Pet Sitter License" instituted by the Government. Lucky Leash is insured through Pet Sitters Associates, LLC. At this time all visits are carried out by the owners, however, Lucky Leash carries a Surety Bond in case we should need to make use of incidental helpers, employees, or independent contractors.
<b>Memberships &amp; Pet First Aid</b>	Lucky Leash is a member of Pet Sitters Associates, LLC. Lucky Leash is certified by the American Red Cross, in Pet First Aid for Dogs and Cats.
<b>References</b>	Available upon request.

Hours & Contacting Us	
<b>Office Hours</b>	Mon - Sun 8am-6pm
<b>After-Hours Voicemails &amp; Emails</b>	Will be answered when normal office hours resume*
<b>*After-Hours Visits</b>	Clients needing to reach us regarding their scheduled after-hours visit may leave a voice mail at 425-737-7146. Messages not pertaining to an after-hours visit will be handled when normal office hours resume.
<b>Contact Info</b>	Office: 425-357-6181 - Use if an immediate response is NOT needed, as we are often away from the office pet sitting. Mobile: 425-737-7146 - Use for issues requiring a quick response. See Office Hours above. Email: mail@LuckyLeashPetSitting.com - All emails will be answered during normal office hours.

Visits & Scheduling Policies						
<b>Kinds of Pets</b>	We care for dogs, cats, birds, and other small animals upon request.					
<b>Number of Visits per day</b>	We can accommodate up to four visits per day.					
<b>Number of Pets Included</b>	Potty Visits/Dog Walks/Standard Visits: minimum 3 pets included, additional case by case Pet Taxi Service: up to 2 pets, or as vehicle space allows					
<b>Scheduling Appointments</b>	Lucky Leash operates on a reservation only, first come first serve basis. We recommend scheduling in advance in order to get the visits you need. Appointments are not scheduled until you receive confirmation from us. All requests will be handled during office hours only.					
<b>Advance-Notice Policy</b>	Initial Set-up New Clients: Minimum 10 days notice Non-Handy-Key/Code: Minimum 2 days notice Handy Key/Code Clients/Lock-box: Minimum no later than day before during office hours. <b>No Same-Day.</b>					
<b>Specific Visit Time Requests</b>	Due to the nature of Pet Sitting; we are unable to guarantee specific arrival times. We will do our best to arrive close to your preferred time, however, we must allow for a two hour window (one hour on either side of your preferred time), in case of any unforeseen traffic or issues at the previous visit. If you do not have a preferred time, choose a time-frame below when scheduling visits.					
<b>General Schedule</b>	AM-early 6-8	AM 8-10	Midday 11-2	Afternoon 2-5	PM 5-8	PM-late 8-10
<b>Special Needs or Scheduling</b>	We understand that all pets and their circumstances are unique and some require more flexibility than others. If you have a pet that has a special routine, we may be able to accommodate you. Please also understand that we may require more advanced notice in these cases.					
<b>Confirmation Calls/Emails</b>	When scheduling with us, we will provide a confirmation email or call detailing your visits. It is in your best interest to double check the appointments we have scheduled for you, to avoid any miscommunication. When you book appointments such as, Vacation Visits, far in advance, we will provide a confirmation call/email at the time of booking and up to two days before the scheduled service.					
<b>Cancellation Policy</b>	Lucky Leash is pleased to offer a no-charge cancellation policy. We must, however, be notified as soon as possible so that we may accommodate other clients in need of our services. For last-minute cancellations, please contact us at the mobile number: 425-737-7146, otherwise, email is okay.					
<b>Trip Fee</b>	If you should forget to cancel, and we arrive for a visit that is no longer needed, you will be charged a Trip Fee of \$5.00 to help cover the cost of gas and time. Please remember that a cancelled visit is much preferred over an unnecessary trip.					
<b>Food &amp; Supplies</b>	If we should run out of food or other necessary items for your pet while you are away, Lucky Leash will purchase the necessary supplies, and you will be billed a Trip Fee of \$5 in addition to the cost of the supplies.					

Holidays	
<b>Holiday Availability &amp; Rates</b>	The Lucky Leash office will be closed on all major holidays; however, we are open for Pet Sitting Services that are scheduled in advance. Holidays are billed at regular rates.



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Keys & Entry Options	
<b>Handy-Key Program</b>	Lucky Leash retains two sets of keys for future service. Keys are coded and kept on file in a locked safe when not in use. <b>Fee: No charge if keys are obtained during the consultation.</b>
<b>Pick-up and Drop-off</b>	Lucky Leash will pick up your keys before the first scheduled visit and drop them off upon your return. <b>Fee: \$10.00</b>
<b>Pick-up Only/ Drop-off Only</b>	Lucky Leash will pick up your keys and leave them inside your home on the last day of service (if door can be locked). We do not leave keys anywhere outside the home for security reasons. A back-up person with a key to your home must be provided. <b>Fee for Pick-up only: \$5.00 Drop-off only: \$5.00</b>
<b>Handy-Code Program</b>	Coded Key Pad Systems. The code will be kept on file in the same manner as the Handy Key Program. <b>Fee: No Charge</b>
<b>Lock-box</b>	You may purchase a lock box to hold your key. The code will be kept on file in the same manner as the Handy Key Program. <b>Fee: No Charge</b>

Billing, Payment Policies, & Fees	
<b>Accepted Payment Methods and Billing</b>	Cash, Checks, Visa, MasterCard, Discover, PayPal, and secure online payments via Intuit. For occasional visits, an invoice will be left on the last day of service, and due within 15 days. For regular service, a weekly or bi-weekly invoicing program may apply.
<b>Late Payments</b>	All invoices will indicate a Due Date. Lucky Leash reserves the right to refuse further service to any client with invoices not paid by the due date indicated.
<b>Service/Visit Fees</b>	Fees are subject to change at any time. Up to date fees are available for viewing on our website at <a href="http://www.LuckyLeashPetSitting.com">www.LuckyLeashPetSitting.com</a> .

Discounts	
<b>Same Day Multiple Visit Discount</b>	2 <sup>nd</sup> , 3 <sup>rd</sup> , or 4 <sup>th</sup> , Same-Day Visits 10% off, applied in order of equal or lesser value. <b>*EXCLUDES: Pet Taxi Service and Prepaid Package Visits</b>
<b>Prepaid Packages</b>	Prepaid Packages are sold in increments of 10 - Visits at a discount of 10% off. Same Day Multiple Visit discount not applicable.

Miscellaneous Policies	
<b>Special Requests</b>	Special Requests will be considered and may be honored if they are within reason, and we are given adequate notice. Otherwise, we will provide only the service that we are contracted to do. We appreciate your cooperation in this matter.
<b>Non-Contracted Animals</b>	We are unable to provide any care or emergency services for pets that are not listed in our contracts. Please take care to inform us of all pets in the household at the time of the consultation, and provide us with Pet Profiles and Veterinary release forms for all animals to ensure that we will be able to meet their needs, should the situation call for it. <b>Please ask us for the necessary paperwork ahead of time for any "Guest Pets" that will be in your home during your service.</b>
<b>Job-sharing/ Guests in the Home</b>	We understand that while you're away, you might have friends or family who want to help with some visits, but not all. Unfortunately, we cannot "job-share" due to liability issues. *This does not include friends, family, or other persons who are just visiting your pets to comfort them while you're away. Responsibility for care must still remain with only Lucky Leash. We may politely decline to offer our services in these cases, if we feel our safety or the safety of any animal may be in jeopardy.
<b>Services We Do Not Offer</b>	Lucky Leash is not a Boarding facility. We provide Pet sitting services in the Client's home only. Lucky Leash does not offer Dog Park Trips.
<b>Dog Walking Policies</b>	Lucky Leash observes all leash laws, and all dogs will remain on leashes at all times, unless in a fenced/secured area. Dogs that continuously pull on their leashes in a manner that may threaten their health and safety, or the health and safety of others including the Pet Sitter, will be given a Potty Break instead. Puppies that are not yet trained to walk on a leash will be given Potty Breaks instead. In the rare event that severe weather poses a threat to the safety of your dog during the scheduled walk, a Potty Visit will be given instead.
<b>Right of Refusal</b>	Lucky Leash reserves the right to refuse service to any client, for any reason, at any time.
<b>Inclement Weather</b>	In the rare event of severe weather that could be harmful to the health of your pet(s), Lucky Leash reserves the right to adjust the normal visit routine accordingly. If you need to make appointment changes or cancel due to weather issues, you must let us know as soon as possible. We will continue scheduled services unless we hear from you.
<b>Returning Home from Vacations</b>	It is your responsibility to let us know by phone or e-mail that you have returned home and are able to resume caring for your pets.

If you have any questions/concerns regarding these policies, please do not hesitate to email or call us.

Thank You for Your Cooperation!