

Policies and Procedures

(Revised 8/2021)

Your Best Friend's Friend referred to as "YBFF" and clients are referred to as "**Clients, You, or Owner**". Clients authorize YBFF to perform pet care services as outlined in the "**Time to Pet**" portal known as (TTP), along with the veterinary release form, which is part of this contract. YBFF reserves the right to change these terms without prior notice. Clients are responsible for regularly reviewing this contract.

1. ONLINE PROFILE ACTIVATION

Online Profile is Required: It is the responsibility of the client to provide ALL information needed for the care of pets and home via the **Time to Pet** (TTP) Secure Online Profile. It is the sole responsibility of the client to keep the information in the online profile up to date and accurate at all times. Online Profile completion is REQUIRED before scheduling all new client meetings. Clients **MUST** fill out the "**My Info**" and "**Pets**" tabs (one per pet) before their Meet and greet. The TTP app can be downloaded for free from the Apple or Google Store. Clients will update their TTP portal with accurate information year round. This includes, but is not limited to, emergency contacts, credit card information (when applicable), house and pet instructions, and veterinary info. If the information is not updated, YBFF is not held accountable, liable, or responsible for incorrect instructions and the actions that result in caring for your pet(s) or home.

2. HOURS OF OPERATION

We care for pets 365 days a year. In order to care for our Clients' pets in the absolute best way possible, we have established new office hours and communication guidelines. Our Pet Care hours begin at 6:00 a.m. and end at 9:00 p.m. Our new office hours are from 9:00 a.m. – 5:00 p.m Monday through Friday, and we are closed Saturdays, Sundays and all Federal Holidays. The new office hours have been implemented in order to give our office staff uninterrupted time to be with their families. We have an on-call employee available on weekends to monitor our messages for clients with **active service orders only**. Due to the high volume of pet sits that we have going on during weekends and holidays please understand that employees cannot respond to thank you texts (even though we love to see them), texts about packages on porches (we will always bring those inside as part of our services) and any other general questions that aren't solely about your pet. When Employees are at their jobs, they are trained to only focus on caring for the animals during their visit. They may be walking your dog or administering medication so they will need to concentrate on that and only that. You will always receive a detailed text update with photos after every single visit. If the employee has questions for you, the owner, they will reach out to you directly through TTP. This is another reason why all clients are advised to have

the TTP app downloaded on their phone. If you have a question outside of regular business hours, please know that we will get back to you as soon as we are back in the office.

3. SCHEDULING ONLINE RESERVATIONS

YBFF is striving to keep communications clear and in one place. Our convenient online scheduling system makes it easy to request care for your pets. We encourage all Client's to book through their online TTP portal OR by visiting our website www.ybffpetcare.com (click the book now option) or login into TTP through our website. Effective 9/15/21 YBFF will take all reservations via TTP and email as it is best to have all reservations in writing. If you need to cancel, you must cancel through TTP. You will be charged for the visit if the pet sitter comes to your home and we did not get the cancellation notification. **We will no longer accept cancellations or bookings via text- NO Exceptions.**

Available Time Blocks:

- When requesting visits in Time to Pet, the following time blocks are available: Early Morning: 6am – 9am; Morning 9am-11am Midday: 11am – 2pm; Afternoon: 2pm – 5pm Evening 5pm-7pm and Late Evening 7pm-9pm
- Unless medicine is required, visits cannot be guaranteed at a specific time other than the 2 hour window. It is recommended to share your departure and return times so visits can be scheduled accordingly.
- The cutoff time for short-notice requests in Time to Pet is 12 hours; This is because we need to make sure that we are properly staffed for the pet sits that have already been scheduled with enough notice. Please message the office through TTP or call the office during business hours to see if we can get you scheduled if you are past the 12 hour cutoff.

MAKING RESERVATIONS We offer services on a first come, first served basis. To submit service requests, including cancellations, clients must login to TTP or click book now on our website www.ybffpetcare.com We will accept reservations via phone ONLY during business hours. If you leave a voicemail with pet care dates it will not be approved. If you need a tutorial on how to use TTP, the office manager will gladly schedule a time to do so. Please allow 24 hours, during office hours for YBFF to accept or deny service requests. **It is not considered an approved action until you receive an approval notification from the online portal or get a response via email. All confirmations must be in writing.**

Schedule services:

- Click on the “**Schedule**” tab at the top of the page
- Click the “**+Request New Service**” button
- Choose “**Single Request**” or “**Multiple Visits**”
- Follow the appropriate prompts

4. **MEET AND GREET (M&G)** All M&G must be scheduled at 48 hours before the first service Monday-Friday. We do not conduct M&G's on the weekends. Once YBFF reviews the completed TTP account, a complimentary M&G will be scheduled. The M&G is not a contract between YBFF and the client and does not guarantee services. During the M&G, YBFF will meet the pet(s), review medical care, discuss TTP software, and answer questions. Clients **MUST** provide 2 house keys, garage codes and any alarm codes if applicable. In the case that keys are not made by the initial meeting, Client will be charged \$25 to have the office make copies. If you request to meet any pet sitters prior to services, you will be charged a \$25 fee as we need to pull our employees out of the field for these meetings and they must be compensated for their time.
5. **HOUSE KEYS AND ENTRY** Clients give permission that YBFF sitter can enter the home, their property on which it sits and other outbuildings that rest upon the land for pet-related services. YBFF recommends that all customers utilize a key storage lock box so that we may access your home and your pet safely and securely. YBFF will keep ONE key in a secured lockbox system in our office for future services. The combination you choose, and the location of your lockbox, will be entered into your private and secure Client Information Records. The only people who may access your information will be your Pet Sitter. For safety and security, YBFF will **NOT** leave keys under doormats, hidden on the property or locked inside the home. Due to power outages, battery failures, or malfunctions, YBFF requires a key to allow access to your home. Please remember that garage door openers are not operational in the event of power outages. IF YBFF is given the garage code as a main source of access, a lockbox with a key will need to be placed on the property so we are able to access the home. Without key access, we will not be held liable or responsible for any incomplete services and the client will be charged for the full visit and any related fees. If for any reason you cannot have a key box at your home, contact us right away and an alternative arrangement may be made for you. If you request YBFF to drop off any keys, it is a \$25 key drop off charge. Again, this is to compensate employees for their time. If you would like to pick them up at the office we can always make arrangements.
6. **SECURITY SYSTEMS** If the client is using a security system while YBFF is providing services, please notify the company ahead of time. In TTP, clients will provide the codes or passwords for arming and disarming the device. Please make sure your instructions are clear and concise. Alarms can be finnickly and our employees are not responsible for alarms going off due to inadequate instructions. We recommend setting up temporary codes or passwords for our use. YBFF is not responsible for any fines or other damages associated with the malfunction or unintended triggering of the security system when entering or leaving the premises.
7. **COMMUNICATION** For all communication purposes, clients must use the TTP portal. This streamlines the office communication with our Client's. The "**Conversations**" tab allows you to communicate with our Office Staff. These messages can be seen by the office which are saved under the conversation tab. By default, TTP sends all communications to

the primary email address. If you requested texts, the phone number will appear as a random number. To send private messages to the office, click the “**Private**” tab, next to the conversation. YBFF will not accept any complaints that are not received within 48-hours after services are completed. YBFF takes concerns seriously and will try to improve the situation. It is your responsibility to keep your profiles up to date; this is what our pet sitters refer to, to care for your animals to your specifications. **NOTE:** Contacting our pet sitters directly for scheduling or canceling services is prohibited and will immediately terminate this contract.

8. **TIME FRAMES** Walks and pet sitting visits are scheduled between 6 A.M. and 9 P.M., 7 days per week, 365 days per year. **We allow for a two-hour time frame. E.g., If scheduled for noon, we may come as early as 11 A.M. or as late as 1 P.M.** Traffic, possible issues in the field and other circumstances beyond the sitter/walkers control can happen which is why we have these windows.
9. **MINIMUM VISIT REQUIREMENTS** For pet sitting clients, YBFF requires that dogs are visited at least twice per day for 30 minutes (every 12 hours). For the health and safety of your pet(s), we recommend at least three times per day for crated or older dogs. Though we recommend three daily visits for dogs, we will accept twice daily visits no longer than every 12 hours and the visits must be 30 minutes long. All cats will be visited no less than once per day for 30 minutes. **No exceptions will be made.** This is for the health and well-being of your pets, and the safety of your home. YBFF is not liable for any damages that may occur due to the client requesting fewer appointments than we suggested.
10. **ONGOING SERVICES Daily and Recurring Clients:** Recurring services, such as daily walks, can be scheduled through the office. YBFF will create a fixed monthly schedule for the same days and times unless the client requests a change.. E.g., TTP will automatically schedule services on a fixed monthly basis for 15-30-minute walks every day Monday–Sunday between the two hour window, **including holidays**, if no alterations are requested.
11. **CONFIRMATION OF SERVICES** Clients **MUST** receive a confirmation email/TTP message from YBFF for the booking to be confirmed. Clients will verify for correct dates and times of any requested services. **Under no circumstances will the client assume that their visits are covered without a phone call or confirmation message through TTP. If you do not hear from the office within 48 hours of your departure date, assume that your reservation has not been received so please message us through TTP to confirm.**
12. **MEDICATIONS** The client is responsible to provide YBFF with detailed instructions in TTP on how to give medications to the pet(s) along with an in-person demonstration during the M&G. YBFF will attempt to administer medications as prescribed. However, if the pet(s) refuse to cooperate or becomes violent, YBFF will not be held liable for the consequences resulting from missed medications, or incorrect instructions that may arise when caring for your pet(s). We will not honor any instructions outside of TTP. **ALL**

MEDICATIONS AND HOW TO ADMINISTER MUST BE PROPERLY INPUT INTO TTP PRIOR TO SERVICES STARTING.

INSULIN: Client acknowledges that YBFF will give insulin injections as instructed by the Client, however, we cannot guarantee the outcome of such injections. Client understands that YBFF pet sitters are not licensed veterinary care professionals. We will care for diabetic pets provided their condition is stable and client provides us with accurate dosing instructions. We do not do glucose testing. Client understands the risks involved, and agrees that YBFF will not be held liable for harm or death to pet(s) resulting from insulin injections.

Client also holds YBFF harmless in the event the pet(s) suffers adverse reactions or shock while YBFF pet sitters are away from the Client's home. We will not pet sit for acutely ill pets, pets with uncontrolled/untreated medical conditions. We suggest the pet be boarded with a veterinarian or at a kennel. We will make every effort to administer medications that the pet(s) in our care requires. However, if the pet absolutely refuses to cooperate, client authorizes and accepts charges (\$50) for transport of pet(s) to veterinarian for veterinary administration of medications. In the event the pet continues to prevent us from medicating them, client agrees to allow us to leave the pet with the vet, and accepts all charges. YBFF is not responsible if, despite our best efforts, a pet refuses to eat, drink or accept medication. Pets that will not eat/drink or take medication will be transported to a vet for a \$50 transport fee.

13. VACCINATIONS Clients will submit updated vaccination records in TTP. If the pet(s) are not vaccinated at the time of service, YBFF has the right to refuse or halt services. YBFF will not be held liable for any pet(s) that are not properly vaccinated. All pet(s) in the care of YBFF must be current on these vaccinations:
DOGS - Rabies, Canine Influenza, and DHPP (Distemper, Hepatitis, ParaInfluenza, Parvo)
CATS - Rabies, FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia) and Feline Leukemia.

14. CONTAGIOUS ILLNESSES YBFF strives to provide our clients with clean and safe environments. The client must notify YBFF immediately of any signs of injury or illnesses before the scheduled visits. YBFF reserves the right to cancel if the pet(s) have an infection or disease, such as kennel cough, parvovirus, intestinal parasites, fleas or skin diseases. Any cancellations will be charged the applicable fees.

15. EMERGENCY CONTACT Please have two emergency contacts in TTP that we may contact. These contact(s) HAVE to be **LOCAL** and be aware of your travel dates. Anyone designated to be an emergency contact must be reachable during times the client has services. They must also have a key and can enter the client's home to care for the pet(s) and property. The Emergency Contact will need to make any medical decisions regarding your pet if we cannot reach you. The client

agrees to indemnify YBFF for any injury, damage, including attorney fees and court costs for any negligence, or intentional acts done by or to your emergency contact or other individuals. E.g., If a person slips and falls because of checking on your pet(s), YBFF is not responsible for their injury. Please keep emergency contact information current. *YBFF* will request the name and phone number of a person living nearby (with access to your home). This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor). If we are physically unable to drive to your home this information is needed so that we can contact this person to request their assistance to check on your pet(s). In the event that the client does not provide a nearby emergency contact with access to your home for YBFF, client realizes that we will provide service but not until conditions allow us to reach your home safely.

16. EMERGENCY VETERINARY CARE YBFF works hard to prevent accidents and injuries however, these can occur regardless of how well the pet(s) are cared for. If your pet requires any immediate emergency veterinary care while you are away, we will contact you, the owner, first. If we are unable to reach you and your pet's condition cannot wait, we will take them to the best-suited veterinary hospital for treatment. We will also call your Emergency Contact who will need to meet us at the ER facility. YBFF cannot make any medical decisions regarding your pet so if we cannot reach you, your Emergency Contact will need to be the decision maker. If you have a veterinarian listed in your account, and they are open and able to see your pet, we will go there first. You must input a local Emergency Vet Office and contact info in TTP prior to your first day of service. YBFF reserves the right to cancel services if you do not have specific Vet info input into TTP. To ensure we get the animals treated quickly, please make sure your ER is the closest facility to your home. **All fees charged by the treating veterinary facility are the sole responsibility of you, the owner.** There is also a \$50 transport fee for us, Your Best Friend's Friend, to transport your pet to the facility and is based on time (see Services and Fees). Your emergency contact is responsible for transporting your pet back home. It is also a good idea to make sure they have a credit card on file, as some facilities require a deposit to begin treatment for your pet.

17. TRANSPORTATION The client authorizes transportation of their pet(s) to and from their home or other locations where YBFF has control of the pet(s). If YBFF takes pet(s) off the client's property during services such as daily walks, the client agrees to indemnify YBFF for any injuries, damages or death that may result from the actions of the client's pet(s), transportation, or loose or stray animal(s). The client agrees to be liable for any damage caused directly or indirectly by or to their pet(s), including but not limited to the property, other animals, or any motor vehicle used to transport the pet(s).

18. COLLARS AND LEASHES Clients must ensure that the pet(s) collars and harnesses fit properly. YBFF is not responsible or liable for poorly fitted, worn or

damaged collars and harnesses. Clients must provide a 6-foot leash or shorter. For safety, we will **NOT** use retractable leashes, chain leads, or choke chains during services. We will not walk dogs that are unruly or untrained, that continuously pulls or jerks on the leash. YBFF is not held liable for damages caused by pets pulling on the leash or other unruly behaviors. The client agrees to hold YBFF harmless for any malfunction of equipment or personal property owned by the client, such as leashes, collars, or electric fences.

19. OUTDOOR ANIMALS AND ENCLOSURES YBFF will not be held accountable, liable, or responsible for injury, illness, loss, or death of free-roaming pet(s) with unassisted access to the outdoors, such as doggy doors and chickens/birds in coops. No enclosure is completely secure and clients are responsible for pet-proofing the home and property. YBFF is not liable, or responsible for the client's pet(s) that escapes, becomes lost, injured, or dies when left unattended or given access to an outside area or insufficient enclosure. This includes, but not limited to, invisible, wood, or metal enclosures. We may refuse, yard play if we believe it poses a threat to the pet(s) or sitters. E.g., Unstable fences, unsanitary conditions, stagnant water, excess animal waste, unkempt lawn or hazardous items lying around the yard.

20. METHODS OF PAYMENT AND LATE PAYMENT FEES (EFFECTIVE 9/21)

YBFF **accepts cash/checks and ACH** payments are accepted through Quickbooks. We never keep credit card information on our servers; We will be offering credit card payments in early 2022

Checks will be made out to **Your Best Friend's Friend**.

Returned checks will result in a **\$40 fee** will be assessed in addition to the entire check amount.

Please mail checks to: Your Best Friend's Friend
499 Bexley Lane Highlands Ranch, CO 80126

Late Payment Fees: A \$30 late payment fee will be applied to all invoices that are not received within 20 days from the last day of service and assessed again every month until balance is paid.

21. I'M HOME After clients arrive home, please **contact us through Time to Pet**. If YBFF does not hear from you by the arrival date, visits may be extended to ensure the safety and welfare of the pets. Client will be charged \$25 for this visit. If the client is back home when we arrive you will be charged for the extra service.

22. LATE RETURNS Extending your trip is considered a last-minute request. Unforeseen travel interruptions, flight delays, and emergencies may happen. If there will be delays in returning home, clients must notify YBFF promptly via TTP. We will make all reasonable efforts to extend services, but no guarantees.

23. Cancellations

Why do we enforce a cancellation policy? (Effective 9/15/21)

Cancellation policies are put into effect to protect the customer and the business and make sure they are mutually committed to the transaction. It allows YBFF to be able to adequately and efficiently schedule our staff for services. In the world of pet sitting, sitters can only be in one home at one time, so having these policies in place is particularly important. If a client cancels without much notice, it is very unlikely that we will be able to find another appointment to fill in the slot on their schedule that the client no longer needs. This means our staff will not get paid. By guaranteeing our staff regular appointments and a steady income we are able to attract the best pet care professionals to work for YBFF.

Oftentimes our sitters/walkers plan their vacations or family time around client schedules. The fee is strictly enforced to repay our staff for their dedication to their job and to you and your pet. The client always has the ability to refuse to pay it, however, if that occurs we will no longer accept bookings moving forward. We want clients who respect us as much as we respect them, their pets, and their homes.

CANCEL SERVICES Clients must log in to their TTP portal to submit cancellations. To cancel services:

- Navigate to the “**Schedule**” tab
- Click “**Cancel/Change Services**” at the top
- **Leave a detailed message**
- Click “**Request Changes**”

We will **NOT** accept cancellations in the “**Conversation**” section of TTP. Services that are cancelled after we arrive will be charged the full amount and a cancellation fee. **NO EXCEPTIONS!**

24. CANCELLATIONS FOR NON-HOLIDAYS

Ongoing Services: All walks must be cancelled by 4pm the day prior to avoid a charge. If walks are cancelled after 4pm the service will be charged in full.

All Other Services: Cancellations must be made no less than **three days** before the scheduled booking to receive a credit. Cancellations of less than three days of notice will be charged the **full amount**. There are no refunds and credits expire after six months.

25. ADDITIONAL FEES

Any job totaling more than \$300 will require a 50% deposit. The office will confirm this fee and send you an invoice prior to starting services.

Cancellation of overnight pet care service during normal times with less than 14 days confirmed prior notice **60% of total job**

Key Pick Up or Drop Off \$25

26. HOLIDAY FEES

YBFF considers a holiday period to be 5 days prior and 5 days after any recognized holiday or winter/spring/fall breaks from school.

**Scheduling any service with less than 4 days confirmed notice during a Holiday Period
25% of total job**

**Cancellation of regular pet sitting service over a holiday period with less than 4 days confirmed prior notice
40% of total job**

**Cancellation of overnight pet care service over a holiday period with less than 14 days confirmed prior notice
50% of total job**

27. PLANT CARE YBFF is happy to water indoor and outdoor plants for you while you are away. We are not responsible for plants and lawns that are unhealthy, wilted, or dead. YBFF will follow instructions in TTP, but is not liable for the outcome results.

28. PERSONAL PROPERTY YBFF will not be held accountable, liable, or responsible for damages to the home that are beyond our control. This includes, but not limited to, water damage, fallen trees, electrical problems and acts of nature. If fencing or enclosures are damaged due to inclement weather or otherwise, YBFF will make a reasonable decision regarding yard access to the pet(s). In these situations, we will attempt to contact you before making a subjective decision on dealing with the damages. Clients are liable for any maintenance, repairs and related fees.

29. INCLEMENT WEATHER HEAT/FREEZE WARNING: During heat warnings or temperatures exceed 90 degrees, YBFF may shorten the walks and the remaining time will be spent playing inside. If the temperatures drop below 20 degrees the walks will be shortened and the remaining time will be spent indoors.

THUNDERSTORMS: Clients may cancel dog walks via TTP at least 2 hours before services to avoid a cancellation fee in the case of dangerous storms. You may also keep the visits, but we will shorten the walks and potty breaks and the rest of the time will be spent playing inside.

SNOW AND ICE Clients must arrange for snow removal that could impede our safely accessing your driveway and sidewalks. YBFF shall have no liability for not removing snow or for the removal of any debris from the residences of the client. If YBFF is unable to access the pet(s) or property due to improper maintenance, YBFF is not responsible for missed visits or any

damages that may occur. This is a cancellation and the applicable fees will be charged. **NOTE:** If pet(s) miss a medication dose or receives it at a later time because of impassable roads, YBFF will not be held responsible.

30. JOB SHARING Due to insurance, YBFF will not share responsibility for pet care services with any other party, including but not limited to, family, friends, neighbors or other companies. If the client allows other individuals to access the property while YBFF services are being performed, YBFF assumes no liability for any damages or losses to your home or pet(s) during our services. Please notify us if anybody will be at your home and let that person know that we are providing pet care services.

31. BACKUP SITTERS If the primary sitter has a personal emergency or is unavailable, the client authorizes YBFF to arrange another qualified backup sitter to provide services. YBFF reserves the right to change pet sitters without notice.

32. NON-SOLICITATION The client agrees not to solicit YBFF pet sitters for hire that are introduced to you for any pet care related services. When hired, these sitters are bonded by a legal contract that prohibits them from acquiring any YBFF clients as their own.

33. SUPPLIES AND CLEAN UP Clients will provide adequate supplies and equipment for YBFF to use during services, such as cleaning supplies, garbage bags, cat litter, food, and medicines. Please provide towels to wipe down mud that may get on your pet. YBFF is not responsible for any stains or odor after cleaning attempts. We will strive to leave your home in the same condition as found, but no guarantees due to the unpredictable nature of pet(s).

34. PICTURES AND ADVERTISING During our visits, clients agree that YBFF can take pictures or videos of your pet and submit them to TTP or post them on social media for our viewers. You grant permission to YBFF to use for any lawful purpose the name, image, likeness and performances of your pet.

36. PRIVACY YBFF collects information from you to provide quality, personalized pet, and home care services. We do not sell, lease or distribute your personal information to companies, organizations, or individuals outside YBFF except as required by law. YBFF collects personally identifiable information from each client such as names, email and mailing addresses, telephone number(s). Sometimes, we create personal information about you, such as records of your interactions with us, and details of your accounts. YBFF shall not knowingly share any client's personally identifiable information with any person or organization, except for the reasons stated above. We take reasonable steps to ensure that the personal information we process is limited to what we require in connection with providing services.

37. THIRD PARTY SERVICES, LINKS The client agrees that YBFF is not responsible or liable for the availability or accuracy of such websites or resources, or the content, products, or services on or available from such websites or resources. Links to such websites or resources do not imply any endorsement of such websites or resources, or the content, products, or services available from such websites or resources. You acknowledge sole responsibility for and assume all risks arising from your use of any such websites or resources.

38. TERMINATION This contract can be terminated at any time by either party without cause. "Without cause" means terminated from a job, not that they did anything wrong, but because the client decided that they no longer want YBFF services, or YBFF has stopped providing services to the client. If the client terminates this contract, they must notify YBFF through email with an

exact date of when services shall be terminated, otherwise, the client has not terminated the services of YBFF. The client will continue to be liable for any fees and charges incurred for services from YBFF before YBFF receives notice from the client through the email. If YBFF ends this contract, YBFF will contact the client through email to give notice of the exact date where services will be ceased. YBFF also reserves the right to immediately cease services. YBFF will make a reasonable effort to provide service for a pet while the client is out of town or away from home, but cannot guarantee continued services, if the client has violated any terms of this contract, or the pet's behavior creates an emergency.

Client states that they have read this contract in its entirety and understands and accepts these terms. The client has freely and voluntarily signed this contract and agrees that their electronic signature appearing on their contract is the same as their handwritten signature to validity, enforceability, and admissibility.