

Policies and Procedures 2026

Luxury live-in, Drop-in, Hikes, Daycare and Homestyle boarding services.

Client Responsibilities

Dogs and cats must be spayed or neutered, have proof of up-to-date vaccinations which include rabies, up to date city licensing and have current tick and flea treatments.

Any health concerns and food or environmental allergies must be disclosed during the meet and greet.

Please make sure your pet has the right amount of food and medication available for the duration of the pet sit.

Contact information for clients, veterinarians, emergency veterinarians, emergency family member contact or friend and/or neighbours must be provided in the case of an emergency.

Behavioural issues such as past or current dog aggression, cat aggression, excessive barking, anxiety, any triggers that could induce an abnormal behavioural response, or any housetraining concerns must be disclosed during the meet and greet. We must know all about your pet to keep them safe and happy, as well as know if we will be the right match for your pet.

Payment is required at the start of **Live-in and Homestyle boarding services**. If payment is not provided on the start date of the service, the service does not take place. Please be prepared to pay for booked services before your trip and review the rates and services, including when additional rates apply.

The pet care provider is not responsible for the illness, injury or death of your pet due to old age, accident, sudden medical issue or pre-existing medical condition. In the event of an emergency, we will work endlessly to get your pet the medical care it needs. If you are unreachable, we will contact the veterinarian and are not responsible for the costs incurred.

Please indicate the maximum amount to be spent on emergency veterinary care if required. \$

Please leave your credit card information with your veterinarian before you leave for your trip in the case of an emergency, as well as any pet insurance information.

If you or anyone in your household are displaying flu/cold/COVID-19 symptoms we request that you notify us to reschedule your meet and greet or wear a well fitted mask for the entire duration of your appointment. Meet and greets and subsequent drop offs and pick ups where clients enter the pet care providers home must be masked regardless of illness status. Masks can be provided for no charge to clients. During all indoor meetings, the pet care providers will be masked.

The Responsibilities of the Pet Care Provider

The pet care provider has been contracted to care for the physical health and emotional wellbeing of your pet while you cannot provide this care. Pet care providers are there for your pet and this includes late night pee breaks and early morning barking and meowing sessions (which definitely occur!). Pets are often nervous when their owners are away and a little confused about who we are and what we are doing in their home. There is always an adjustment period which sometimes includes indoor bathroom accidents, barking/whining or hiding, even in a well trained and socialized pet. During this adjustment period and throughout the duration of the sit, pet care professionals dedicate time to making your pet feel comfortable by reducing their anxiety as much as possible. We do this by offering your pet space, as well as going on lots of walks in a familiar neighbourhood, giving treats and spending quality time with your pet within their window of tolerance. We try to stick to the routine you have provided as much as we can. We also send regular updates to you regarding your pet 1-2 times throughout the sit between regular business hours. *Pet care professionals are not always available on demand while we are on the sit but we care about your pets like you do and they are always our top priority*.

The pet care provider does **not** offer home, yard/garden or driveway maintenance but we will water your indoor plants, pick up your mail and make sure your home is in pristine condition upon your return.

The pet care provider is not responsible for receiving or the loss or theft of any package deliveries left on the premises during your absence. Pet care providers will do their best to retrieve packages if they do arrive but this cannot always be accommodated in a timely manner.

The pet care provider requests to be fully informed if family members, service providers (housekeeping, landscapers, etc) or neighbours are scheduled to drop by the house while we are on duty. This will alert us to visitors so we can double check that gates have been closed and doors have been locked after they have left. Pet care professionals **are not responsible** for accidents that occur in the home, yard or to your pet due to the negligence of external individuals.

Pet care professionals will not stay in the home for the overnight duration if the home is occupied by roommates, friends or family members.

It is recommended that any indoor and outdoor security cameras are disclosed to the pet care provider at the meet and greet (in the case of live-in sits). We care about our privacy and value trust between client and care professional.

Pet care providers are authorized to enter the home using a provided key or keypad code. If a key or keypad does not work after many attempts, and attempts at contacting the client fail, pet care providers **are authorized** to use a locksmith to enter the home at no charge to the pet care provider. Failure to provide reliable entry to your home means we cannot do our job and puts your pet in danger.

In the case of inclement weather (snow storm, rain storm, bad air quality, extreme heat or cold), the pet care provider retains the right to shorten the duration of outdoor visits or cancel/reschedule visits.

Extra charges apply for holiday services.

The pet care provider is dedicated to the overall wellness of your pet and they are first priority during your absence. Pet care providers are continuously upgrading their education and training in order to meet your pets needs. We try our hardest to keep your pets happy, healthy and stress free while you're away. Providing us with the required information and following our policies will help us to accomplish our quality care goals and keep your pet safe.

Pet care providers use photos of client pets on social media and advertising. This is inclusive but not limited to: Website, print advertisements, Facebook, Instagram, X and TikTok. No identifying information is displayed including pet tags, home addresses or local identifying information.

Signing this form indicates that you understand and accept the Policies and Procedures in 2026 for Luxury Live-in services, Drop-ins, Hikes, Daycare and Homestyle boarding services.

Client Signature:

Date:

Pet Care Provider Signature:

Date: