

We are excited that you've decided to become a very important part of Twin Ports Pet Sitters, LLC!

RESERVATIONS - Make reservations via email twinportspetsitters@gmail.com or by phoning Twin Ports Pet Sitters at 218-590-7777, not through your pet sitter. It is best to book in advance to ensure the booking you desire. Peak times are holidays and the summer months. Twin Ports Pet Sitters will send you a confirmation of service the day before you leave on an extended trip. If you do not receive this confirmation, contact TPPS immediately.

HOLIDAY TIMES - During holidays, we collect a 50% nonrefundable deposit to hold your spot. If deposit was not received, you will be charged a 50% if cancelled at any time. The deposit / cancellation fee is for the entire scheduled visits that falls over a holiday not just the specific holiday. The deposits are non-refundable. After 7 days prior to service on a holiday week, you will be billed full amount of invoice for cancellation.

Memorial Day Weekend

Easter

Independence Day

Labor Day Weekend

Thanksgiving Day thru Sunday After

Christmas Eve, Christmas Day, days between & including New Year's Eve, New Year's Day

CANCELLATIONS – Any cancellations within 24 hours will be billed full amount for that 24 hour period over vacation stays dogs and cat bonding.

-No refunds are given for early returns.

-Vacation Care (When you are out of town, i.e.. cats / dogs) - Cancellation Prior to 7 days \$5 per visit. Cancellation less than 7 days to Start of Service is 1/2 invoice. The days cancelled within 24 hours is full amount.

-Midday Visit Cancellation Fee (Midday Day Schedule Walks) – Cancellation Fee prior to 8am Day of Service is \$5 dollars, Cancellation Fee after 8 am is full amount.

-Overnight Stay – In home care (limited space/high demand) – Cancellation Fee anytime 1/2 invoice.

SCHOOL CLOSURE DAY FOR MIDDAY WALKS - These are “weather related school closures days”. If you still want service there is a 1.5 charge for visit, as it takes extra time to fulfill service. Regular cancellation times apply, must cancel 8am, if after 8am full fee.

IN HOME CONSULTATION - Is required before any service can be granted.

EMERGENCY (pet owner) - If you need to be out of town for longer than expected, we require a phone call to confirm unscheduled visits. We are very accommodating with extensions; however, to avoid the possibility of a missed message, Twin Ports Pet Sitters needs direct confirmation.

RETURNING HOME - When you arrive home, call Twin Ports Pet Sitters 218-590-7777. A call is required so we know your pet is safe. If we cannot reach you we will continue service and you will be charged for the visits.

FLEXIBLE SCHEDULING - Twin Ports Pet Sitters is available and happy to visit your pet as often as you request to make sure that your pets get the love and attention that they need to thrive. At a minimum, we recommend one daily visit for all cats and outside dogs and minimal three daily visits for indoor dogs that do not have outside access. We try our best to get there at requested time, however, we typically get there ½ hour either side of requested time.

SNOW/INCLEMENT WEATHER - Clients are expected to make arrangements to have snow plowed to ensure we can park in driveways and pets can walk on walkways without risk of injury to pet(s) or the pet sitter(s). The length of the dog walk may be shorter due to inclement weather (ice, lightning, heavy rain, high humidity or dangerous street conditions or your sitter has determined it is in your dog's best interest.) We shorten walks when temps are 5 degrees or colder. We will still spend the allotted time with your pup, but may go in and out of warmth for safety.

We do our best to get around when roadways and driveways are impassable. We plan accordingly with the weather to assure your pet is attended to in the best timely manner. We will keep you updated on situations like this.

LEASHES/ELECTRONIC FENCES/BACKYARDS - All dogs are required to be walked on a leash. All dogs with electronic fences are required to wear their collars and for the units to be working. Twin Ports Pet Sitters cannot be held responsible if a dog gets outside their fenced perimeter. It is the client's responsibility to ensure that all collars, leashes, fences and gates are in good working order and “escape proof”.

ID - All dogs need to have an ID tag even if they are micro-chipped.

VACCINATIONS - All pets must be updated.

SHARED PET VISITS - Due to our insurance policy and other factors the insurance may not be effective with shared visits.

EVERY OTHER DAY PET SITTING - We do not accept this type of scheduling. All service must be scheduled for at least 1x/day, in consecutive days, from your departure and arrival dates. This way if your pet gets stuck, becomes ill, or you're heating/air system breaks, Twin Ports Pet Sitters can come to your pets rescue in time.

KEYS - Twin Ports Pet Sitters requires keys to be in a lock box at clients home or that there is a working door code or garage code for entry. There is a \$15 deposit for lock box and will be delivered before first service. Please keep lockbox secured and in dry area so not to freeze up in winter. If we go to a call and the key is missing from lockbox or door / garage code is out of order, you will be charged for the call.

FEES/PAYMENT - 100% payment is required at the start of service for vacation care. A \$30 fee will apply to all

returned checks. Twin Ports Pet Sitters accept cash, check and Venmo. Venmo is the most convenient form of payment. Feel free to leave cash or a check in a safe place in your home to pay also. Payments are due every two weeks for midday walks.

PRIVACY - Your privacy will be respected. We do a walk-through of the house daily to look for anything out of the ordinary ie. Running toilet, house maintaining temperature, broken window...

HOUSEHOLD / PET SUPPLIES - We prefer that our clients leave enough pet supplies (i.e. food, litter, treats), however, we don't mind "running to the store" if you don't mind the additional charge for cost, time, and mileage. If you change the location of supplies, inform the sitter. Hidden leashes, insufficient litter, pet food, or even paper towels creates a hardship and waste of time. Supplies should always be easily accessible.

GUEST STAYING IN YOUR HOME - Twin Port Pet Sitters may politely decline to provide pet sitting services if you have family or guests staying in your home while you are gone. Let us know also if you have a home worker or such on premises during the time.

DOG BITES – According to MN law, if a dog, without provocation, attacks or injures any person who is acting peaceably in any place where the person may lawfully be, the owner of the dog is liable in damages to the person so attacked or injured to the full amount of the injury sustained.

DOG ON DOG – Twin Ports Pet Sitters will do our best to keep your pet safe from other animals. If your animal is harmed by another animal due to its actions, it is the owner's responsibility to get payment from that party.

PET SITTERS TIPS – Our sitters work very hard, and tips are appreciated. You can leave a tip for pick up with payment or follow up after service with TPPS. You can specified who you would like the tip to go to, or it will be split evenly between the sitters who cared for you pets and home.

PET SITTERS - Please do not call one of our sitters directly to schedule a service. (Our sitters are aware of the policy)

- The sitter will have protection of Twin Ports Pet Sitters liability insurance and are bonded.
- They have a team of professional sitters to ensure coverage of pet care in case of emergency.



kirstin Baumgarten
@TwinPorts-PetSitters



venmo

Scan this code to pay

- They are guaranteed to have background checks.