

Twin Ports Pet Sitters, LLC

Client Information & Procedures



We are excited that you've decided to become a very important part of Twin Ports Pet Sitters, LLC! Below is our client information to ensure clear communication and the very best care for your pets and home.

RESERVATIONS

Please make reservations by emailing twinportspetsitters@gmail.com or calling **218-590-7777**.

Do not schedule directly through your pet sitter.

We recommend booking well in advance, especially during peak times (holidays and summer months).

For extended trips, Twin Ports Pet Sitters will send a confirmation of service the day before you leave. If you do not receive confirmation, please contact us immediately. Please text us when you arrive home from your trip.

HOLIDAY TIMES

During the following holidays, we require a **50% nonrefundable deposit** to hold your spot:

- Memorial Day Weekend
- Easter Weekend
- Independence Day / Weekend
- Labor Day Weekend
- Thanksgiving Day through the Sunday after
- Christmas Eve, Christmas Day, the days between, New Year's Eve, and New Year's Day

If the deposit is not received, you will be charged 50% if cancelled at any time.

The deposit/cancellation fee applies to the entire scheduled service period that falls over the holiday — not just the holiday itself.

If cancellation occurs within 7 days of holiday service, you will be billed the full invoice amount.

CANCELLATIONS

Vacation Care (Out of Town – Cats/Dogs)

- Cancellation more than 7 days prior: \$5 per visit
- Cancellation less than 7 days prior: ½ of invoice
- Cancellation within 24 hours: Full invoice amount

Midday Walks

- Cancellation prior to 8:00am day of service: \$5
- Cancellation after 8:00am: Full amount

Overnight Stays (In-Home Care – Limited Space/High Demand)

- Cancellation at any time: ½ invoice

SCHOOL CLOSURE DAYS (Midday Walks)

For weather-related school closures:

- If service is still requested, there is a 1.5x charge due to increased travel time.
- Regular cancellation rules apply (must cancel by 8:00am for \$5 cancellation fee; after 8:00am full fee applies).

IN-HOME CONSULTATION

An in-home consultation is required prior to starting any service.

EMERGENCIES (Pet Owner)

If you must remain out of town longer than expected, please call us directly to confirm additional visits.

We are happy to accommodate extensions, but direct confirmation is required to prevent missed messages.

RETURNING HOME

When you arrive home, you must call Twin Ports Pet Sitters at 218-590-7777.

If we cannot confirm your return, we will continue service and you will be charged accordingly.

FLEXIBLE SCHEDULING

We are happy to visit as often as requested to ensure your pets receive the love and attention they deserve.

Minimum visit recommendations:

- Cats & outdoor dogs: 1 visit per day
- Indoor dogs without outdoor access: Minimum 3 visits per day

We aim to arrive at your requested time, but visits may occur within 30 minutes before or after the requested time.

SNOW / INCLEMENT WEATHER

Clients must ensure:

- Driveways are plowed
- Walkways are cleared and safe

Walks may be shortened due to:

- Ice
- Lightning
- Heavy rain
- High humidity
- Dangerous road conditions
- Temperatures of 5°F or below

We will still spend the full scheduled time with your pet, adjusting indoors/outdoors for safety.

We plan carefully around severe weather and will keep you informed.

LEASHES / ELECTRONIC FENCES / BACKYARDS

- All dogs must be walked on a leash.
- Dogs with electronic fences must wear their collars and systems must be functional.
- Clients are responsible for ensuring collars, leashes, gates, and fences are secure and escape-proof.

Twin Ports Pet Sitters is not responsible if a dog leaves a fenced perimeter.

ID TAGS

All dogs must wear an ID tag, even if microchipped.

VACCINATIONS

All pets must be up to date on vaccinations.

SHARED PET VISITS

Due to insurance limitations, coverage may not apply to shared visits.

EVERY-OTHER-DAY PET SITTING

We do not offer every-other-day scheduling.

All services must be scheduled at least once per day on consecutive days between departure and return.

This ensures your pet's safety in case of illness, emergency, or home system failure.

KEYS & ENTRY

Clients must provide:

- A lockbox with key
- OR
- A functioning door or garage code

There is a \$20 fee if one is provided by TPPS.

Please keep lockboxes secured and protected from freezing. Inside screen doors good spot.

If entry fails due to missing key or malfunctioning code, you will be charged for the visit.

FEES & PAYMENT

- Vacation care: 100% payment due at start of service.
- Midday walks: Payment due every two weeks.
- \$30 fee for returned checks

We accept:

- Cash
- Check
- Venmo (preferred)

You may leave payment in a secure location in your home if desired.

PRIVACY

Your privacy is respected.

We perform a daily visual home check for issues such as:

- Running toilets
- Temperature irregularities
- Broken windows
- Other unusual concerns

HOUSEHOLD & PET SUPPLIES

Please leave sufficient supplies (food, litter, treats, etc.).

If we need to purchase items, additional charges will apply for:

- Cost of items
- Time
- Mileage

Supplies must be easily accessible. Hidden leashes, insufficient litter, or lack of paper towels creates unnecessary delays.

GUESTS IN YOUR HOME

We may decline service if guests or family members are staying in your home while you are away.

Please notify us if:

- Guests will be present
- Workers will be in the home

DOG BITES

According to Minnesota law, if a dog, without provocation, attacks or injures a person lawfully present, the owner is liable for the full amount of damages sustained. We report all dog bites.

DOG-ON-DOG INCIDENTS

We do our best to keep your pet safe.

If your pet is harmed by another animal due to that animal's actions, it is the owner's responsibility to seek compensation from that party. We will report incident, collect all necessary information.

PET SITTER TIPS

Tips are appreciated but never required.

You may:

- Include a tip with payment
- Send via Venmo
- Specify which sitter should receive it
- Allow it to be split among caregivers
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OUR PET SITTERS

Please do not schedule services directly with sitters.

Our sitters:

- Are bonded and covered under Twin Ports Pet Sitters liability insurance
- Work as a team to ensure uninterrupted coverage in emergencies

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kirstin Baumgarten
@TwinPorts-PetSitters



venmo

Scan this code to pay