







17615 Hillside Ave
Homewood, IL 60430
(708) 860-2500

petcare@samammals.com

www.samammals.com

 facebook.com/samammalsllc
 instagram.com/samammals
 twitter.com/SaMammalsLLC
 g.page/SaMammalsLLC

SaMammals, LLC:

At Your Howl & Yowl

POLICIES

SERVICES:

- ❖ **Pet Boarding**: Dogs (and cats) spend the night in my home while you are away.

Caring for your pet(s), I aim to keep them as close to their everyday routine as my schedule allows. This includes feeding, medicating, and exercising them appropriately.

- ❖ **Dog Daycare**: For dogs who do not require overnight care and need only be watched during the day. Though not as long of a stay, I still cater to whichever needs are essential for each dog while under my care during this time. Typically never exceeds the 12-hour care rate; however, certain longer, or shorter, time arrangements can be made on a case-to-case basis depending on factors like unpredictable work schedules.

- ❖ **Homesitting**: Overnight care within your home while caring for your pet(s), aiming to keep them as close to their everyday routine as my schedule allows. This includes feeding, medicating, and exercising them appropriately. If requested, watering plants, taking garbage bins out to the curb, bringing in mail/newspapers, and other household chores are included in these visits.

- ❖ **Check-In Visits**: Short visits at which you must schedule a certain time frame/window—as opposed to exact time—so that I may cater to the simple but specific needs that must be met for your pet(s) including potty breaks, playtime, feeding, scooping litter boxes, etc. Similar to homesitting, if requested, small household chores can be included in these visits. Typically 30 mins in length, but longer or shorter visit times can be arranged on a case-to-case basis.



- ❖ **Dog Walking**: Walks around your neighborhood. Typically 30 mins in length, but longer or shorter walks can easily be arranged. When scheduling, you can book walks one of two ways: 1. On a time-to-time basis, or, 2. As a repeat weekly service in which you schedule a specific time frame/window, on the same day(s) for me to walk your dog(s) every week.
- ❖ **Pet Taxi**: Service in which I do either or both the picking up/dropping off of boarders/daycare pets to and/or from my home.

DOG DAYCARE PACKAGES:

- ❖ **Periodic Playmates**:
 - **5-DAYS**: 4 months to complete 5 days of daycare.
 - **10-DAYS**: 5 months to complete 10 days of daycare.
 - **20-DAYS**: 6 months to complete 20 days of daycare.
- ❖ **Weekly Wagventurers**:
 - **5-DAYS**: Dog(s) attend daycare at least 1 day per week within 1 month or package deal expires.
 - **10-DAYS**: Dog(s) attend daycare at least 2 days per week within 6 weeks or package deal expires.
 - **20-DAYS**: Dog(s) attend daycare at least 3 days per week within 1 month or package deal expires.
- ❖ **Daily Doggos**:
 - **5-DAYS**: Dog(s) attend daycare at least 5 days per week within 1 week or package deal expires.
 - **10-DAYS**: Dog(s) attend daycare at least 5 days per week within 2 weeks or package deal expires.
 - **20-DAYS**: Dog(s) attend daycare at least 5 days per week within 1 month or package deal expires.

SERVICE RADIUS:

- ❖ Located in *Homewood, IL*, **boarding** and **daycare** services take place in my home. Since each requires no traveling on my end, I cater to *any* area, should owners be willing to travel to my home for service. That is, of course, if owners are *not* seeking pet taxi services. In that case, simply read of my traveling preferences for the remaining services below.
- ❖ For **pet taxi**, **homesitting**, **walks**, and **check-in visits**, I am open to a vast number of areas of the *South/Southwest Chicago Suburbs*, so long as my schedule allows it and/or it is not too far out of my service radius.



❖ The main areas to which I am open to cater include the following (**bolded and purple** are the areas to which I'm open, but may always require a mileage fee added to your end price):

- Hazel Crest
- Flossmoor
- Glenwood
- Thornton
- Olympia Fields
- Country Club Hills
- South Holland
- Chicago Heights
- Lansing
- Matteson
- Dolton
- Oak Forest
- Park Forest
- Steger
- Richton Park
- Midlothian
- Tinley Park
- Lynwood
- Blue Island
- Burnham
- Crete
- Monee
- University Park
- Crestwood
- Alsip
- Merrionette Park
- Hegewisch
- Orland Hills



- Mount Greenwood
- Palos Heights
- Crest Hill
- **Frankfort**
- **Mokena**
- **Orland Park**
- **New Lenox**
- **Joliet**
- **Manhattan**
- **Lockport**
- **Homer Glen**

*****Overall, I limit my services to 8-10miles/20-25 minutes of my home. PLEASE UNDERSTAND: I accept clients outside of my service radius but on a strict case-to-case basis, and additional fees almost always must be applied.*****

MEET AND GREETs:

- ❖ Meet and greets are not only great in that we—myself, the owner(s) and their pet(s)—can get to know one another, inquiring of anything I as a sitter, and you as an owner, feel needs be addressed prior to utilizing my services.
- ❖ Meet and greets are also required—both for first-time clients, as well as for established clients who have added new pets to the family’s household.
- ❖ Service is complimentary as it is essential to everyone’s safety that you can be sure I’m a good fit for your family and pet(s), and vice versa.
- ❖ They take place wherever the requested booking will be held; in other words, where the pet(s) will be staying. For **boarders/daycare** clients, meetings take place in *my* home. For **homesitting, check-in visits**, and **walks**, meetings take place at *your* home.
- ❖ Generally these take anywhere from 30 minutes to 1 hour. However, each introduction can vary in length depending on numerous factors ranging from how intensive/detailed answers to questions are to simply getting lost in conversation. If all goes well during the meet and



greet, I, and hopefully you then also, will be more than happy to go forward with booking future stays.

PAYMENT:

- ❖ We accept cash, check, and all credit/debit cards which are registered by ACH/Stripe's easy and convenient payment system through my private business software, Time To Pet (TTP).
- ❖ With ACH as your preferred payment method (i.e. providing not just credit/debit info but also linking your bank so that both my bank and yours can communicate directly for money transactions), service fees transfer as a direct deposit to my business bank account. Thus, I receive the full price amount charged for any given service, free of transfer fees such that platforms like PayPal apply.
- ❖ This is of course not a payment policy and is in no way required; however, it is also important to note that, in turn, this helps avoid having to tax clients, as I will not feel obligated to charge tax if I receive the flat rate charge in full.
- ❖ Regardless of your preferred payment method, you will still receive an invoice via TTP with a specified due date, as invoices merely keep both the owner and I on the same page regarding which service(s) they are scheduled for and when, as well as the rate(s) of each.
- ❖ Even if you prefer to pay with cash or check, credit/debit card info is still required in order for me to begin and proceed with services. With financial info secured on file, should any pet(s) necessitate an emergency vet visit—or worse, should they need one and I cannot get ahold of the owner(s)—I will have your credit/debit info both safely stored, and available for necessary use.

*****We do have a holiday rate charge on the following holidays and specific dates:*****

Columbus Day: 10/11 – 10/15

Veteran's Day: 11/8 – 11/13

Thanksgiving: 11/27 – 12/1

Christmas & New Years: 12/20 – 1/1

Martin Luther King Day: 1/18 – 1/21



President's Day: 2/15 – 2/18

Memorial Day: 5/24 – 5/27

4th of July: 7/2 – 7/7

Labor Day: 8/29 – 9/2

~For both holiday and non-holiday reservations (aside from daycare packages), a **50%** payment is required either prior to, or at the start of, the first day of service. Payment completion is required on the final day invoiced service(s).~

ADDITIONAL SERVICE FEES, HOURS, AND CANCELLATION POLICIES:

I understand that we are human. Emergencies happen, plans change. If, for whatever reason, you must change/cancel a booking, please notify me as soon as possible by phone, text, or email. You will find I am very willing to allow flexibility. All I ask is that you are respectful of my time and I promise I aim to always be reasonable and nothing short of respectful of yours.

❖ PET BOARDING:

Pet boarding is a 24-HR OVERNIGHT SERVICE.

WHAT THIS MEANS: By the time that you drop-off your pet(s) on the first day of service, should be the exact same time, or at least relatively close, they are picked up on the final day of service.

***** Drop-offs at 3PM or earlier on the first day of service are charged a half-rate daycare fee of \$15 (\$18/puppy) unless picked up at 3PM or earlier on the final day of service.*****

- For 3-day stays, our boarding cancellation policy is as follows:
 - A full refund is available if cancelled at least 48 hrs. prior to the service.



- If cancelled later than 48 hrs. prior to service, a 50% refund is available.
- If cancelled 24 hrs. before the service begins, booking is nonrefundable.
- For stays *past 3 days*, our boarding cancellation policy is as follows:
 - A full refund is available if cancelled at least one week before the service begins.
 - If cancelled less than a week before the service begins, a 50% refund is available.
 - If cancelled 48 hrs. or later prior to the service, booking is nonrefundable.

❖ **HOMESITTING:**

Homesitting is a 24HR OVERNIGHT SERVICE.

WHAT THIS MEANS: By the time I am requested to start services the first day must be the time I am requested to end on the final day.

***** Check-in times requested for 3PM or earlier on the first day of service are charged a half-rate daycare fee of \$15 (\$18/puppy) unless check-out times are requested for 3PM or earlier on the final day of service.*****

*****PLEASE UNDERSTAND: Prices and rates may vary depending on distance.*****

- For *3-day stays*, our homesitting cancellation policy is as follows:
 - A full refund is available if cancelled at least 48 hours prior to the service.
 - If cancelled later than 48 hours prior to service, a 50% refund is available.
 - If cancelled 24 hrs. or later before the service begins, booking is nonrefundable.
- For stays *past 3 days*, our homesitting cancellation policy is as follows:
 - If cancelled less than a week before the service begins, a 50% refund is available.
 - If cancelled 48 hrs. or later prior to the service, booking is nonrefundable.

❖ **DOG DAYCARE:**

Dog daycare is a 12HR DAYTIME SERVICE.

WHAT THIS MEANS: By the time your dog is dropped off, your dog should be getting picked up no more than **12hrs.** later.

Pickup and dropoffs are flexible so long as they do not exceed/are respectful of the 12-hr. cae rate. Should for some reason a 12-hr. stay need be extended 1+ hour(s) (15hrs. max.),



there is an extra charge of \$5/hr. Any later than 15hrs., you will be a charged a standard boarding rate of \$36 (\$46/puppy).

- For dog daycare, our cancellation policy is as follows:
 - A full refund is available if cancelled at least 48 hrs. prior to the service.
 - If cancelled later than 48 hrs. prior to service, a 50% refund is available.
 - If cancelled 24 hrs. or later before the service begins, booking is nonrefundable.

❖ CHECK-IN VISITS AND DOG WALKING:

*****PLEASE UNDERSTAND: Prices and rates may vary depending on distance.*****

- For check-in visits and dog walking, our cancellation policy is as follows:
 - A full refund is available if cancelled at least 48 hrs. prior to the service.
 - If cancelled 24 hrs. prior to service, a 50% refund is available.
 - If cancelling an either check-in or walk the day of, booking is nonrefundable.

SERVICE PREFERENCES:

❖ Pet Boarding and Dog Daycare:

A. Number of Guests

- I aim only to host 3-5 either boarding or daycare dogs at a time. However, given many dogs I watch are regular guests in my home, I will make certain exceptions for dogs whose social skills and personality I am familiar with enough to be comfortable having around a larger group of dogs.
- Though 3-5 is my goal, it's important owners understand that I am **legally licensed and authorized** to host as many as 10 dogs at absolute maximum at a time. That being said, it's also important owners realize that this is freakishly, freakishly rare; and, that, should they feel uncomfortable with any more than 3 or 5, all they must do is let me know and I will accommodate.
- I only accept one cat at a time, even if they are from the same family. This is not because I wish not to host more than one cat but because I've often found cats to struggle more with adjusting to new environments, and my home only has so much space for one cat to feel comfortable in a cat-friendly setup and not feel overwhelmed or otherwise out of place during the stay.



B. Honest Communication Regarding Social Skills

- Since I may have up to five dog guests depending on the day, it is critical owners are honest with me regarding their pet's social triggers, tendencies, both good and bad habits, etc.
- In the event that owners disclose negative traits of their pet(s) such as their behavior around and/or towards other dogs/cats, this does not mean I will refuse to reserve a spot for them. However, it's important owners are fully aware before even reaching out to book a service that I simply may not be able to host your fur child for purposes of safety for both your own pet(s) as well as the other pet(s) in my home at the time.
- Nevertheless there is also the possibility that if you explain your pet(s)' situation thoroughly ahead of time, and express whatever fear or hesitance you feel in leaving him/her in a new environment where other animals (or strangers) are present, that I can accommodate your request and still reserve a spot for your pet(s). Again, this stems from open and honest communication so that I am prepared to provide a wonderful stay for your pet(s).

C. Breeds

- I accept all kinds and breeds of pets.
- However, though I do not and would not ever refuse to host an animal based off breed (or size, weight, mass, muscle, etc.) alone, **this does not mean I accept all dogs and cats.** Refusal to book a pet is never with discriminatory intentions but instead for the sake of safety for both me (and my husband/family) as well as other furry guests in my home at the time. This is another reason why meet and greets play a critical role, as they assure both me as a sitter and you as an owner if we should proceed with booking, or, simply find it's best that owners continue searching for the sitter whom may better fit them and their pet's specific needs.

❖ **Homesitting and Check-in Visits**

B. Number of Animals and Breeds



- Since these services take place within the owner's home, I have zero preferences or limits regarding which breeds or how many pets for whom I am to homesit or check in on.

C. Expected Amount of Visits for Certain Animals

- There are a few exceptions, as well as policies set, regarding which kind/type of pet(s) and total number of visits for which I provide outcall services. They are the following:
 - Neither provide homesitting nor check-in visits for fish alone. In order for the aquatic rate to apply, the service must also include at least one other animal.
 - For reptiles, birds, exotics, farm/livestock, and any other misc. animals like small and furry pets (guinea pigs, rats, etc.): Given these species' unique care needs, as opposed to our norm of cats and dogs, it's a flat rate by the hour type of service. Individualized care plans discussed & created on a case to case basis.
 - Should owners be gone for a more extensive period of time, I do not accept check-in visit(s) requests for dogs unless owners are looking to book at least three a day while they are away. Rarely will I make exceptions for this policy. Homesitting is mentally better for dogs and thus much safer for their health and happiness. They miss you when you're gone, and it really is not ideal for dogs to be left alone for too long—especially if he/she spends time while you're away in their crate.
 - I do provide check-in visits for cats (and a handful of other pets), even if owners are gone for a more extensive period of time. However, I am only comfortable with these requests if owners are looking to book at least one visit minimum each day while they're gone. While cats and some other pet(s) can be more self-sufficient and thus require less care, this by no means suggests that cats and other pets don't also need human interaction, healthy living/potty conditions, a maintained diet and water intake, etc.

❖ Dog Walking

Zero breed preferences and 4-5 dogs maximum at a time.



For those interested in out-of-home services (i.e. **homesitting, check-in visits, and/or dog walking**), please read the following statement. If only interested in boarding or daycare services, *please disregard*:

*****Should owner(s), of however many and whatever kind/type of pet(s), be comfortable with me shortening the allocated time of a visit/walk—thus time I offer for an out-of-home service—please understand I will neither shorten the time I spend providing any service(s) and thus nor will I lower—or otherwise discount—the service cost of homesitting, check-ins, and dog walks. If you have any further questions regarding this policy, please don't hesitate to reach out.*****

Proud pet-certified member of, and proudly insured by and bonded with, *Pet Sitter's International (PSI)*, please understand that *PSI* requires me to obtain a copy of the following information from you, the client,

prior to any bookings:

- 1. Rabies Certificate**
- 2. Brand and Last Date Flea/tick and heartworm medication applied**
- 3. Proof following vaccination records:**
 - i. Bordetella (kennel cough)**
 - ii. Distemper/Parvo.**

This insurance policy information is heavily explained within *SaMammals, LLC's* contract and thus required of each owner's attention and understanding, as well as their compliance to provide all of these prior to signing before service begins

I have thoroughly reviewed, understand, and agree to comply
with all of the above information regarding SaMammals,
LLC Policies and Terms of Services.

Client Signature*: _____ **Date*:** _____
(Please sign above in acknowledgement of this agreement)

Thank you for allowing us to answer your
mammal(s)' howl and/or yowl. We are waggin'
with joy and gratitude for your decision to
trust in us to provide for your pet(s)' the best,
most fur-sonalized care!