



Policies & Terms of Services

8231 W Lincoln Hwy
Frankfort, IL 60423
708.860.2500

petcare@marydoggetthouse.com
marydoggetthouse.com
g.page/MaryAustgenDoggettHouse
facebook.com/maryaustgendoggett
vimeo.com/marydoggetthouse
instagram.com/marydoggetthouse

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 8-12-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.

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. 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.

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

****Overall, the differences in our 3 packages is based on how often the dog(s) come to play****

Periodic Playmates: A wider time frame for the dog(s) to complete the package before expiring

5-DAYS: 4 months to complete

10-DAYS: 5 months to complete

20-DAYS: 6 months to complete

Weekly Wagventurers: Dog(s) come/follow more of a weekly schedule

5-DAYS: Dog(s) attend daycare at least 1 day per week; 1 month to complete

10-DAYS: Dog(s) attend daycare at least 2 days per week; 5 weeks to complete

20-DAYS: Dog(s) attend daycare at least 3 days per week; 2 months to complete

Daily Doggos: Dog(s) come at least 5 days per week for any number of package days bought

5-DAYS: 1 week to complete

10-DAYS: 2 weeks to complete

20-DAYS: 1 month to complete

SERVICE RADIUS

****Overall, I limit my services to 8-10miles/20-25 minutes of my home. PLEASE UNDERSTAND: While I may accept requests in which I travel as far as 25 minutes, or, even a request entirely outside of my service request, this is typically always on a strict case-to-case basis, additional fees almost always must be applied.****

Located in Frankfort, 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 review the first statement under “Service Radius” for my traveling preferences.

MEET AND GREETINGS

- 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.

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- 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 transaction fees such that platforms like PayPal otherwise 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.
- 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 safely stored and available for necessary use.

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

Martin Luther King Day: 1/15 — 1/18
President's Day: 2/12 - 2/15
Memorial Day: 5/28 - 5/31
4th of July: 7/2 - 7/7
Labor Day: 9/3 - 9/6
Columbus Day: 10/8 - 10/11
Veteran's Day: 11/13 - 11/15
Thanksgiving: 11/24 - 12/1
Christmas & New Years: 12/20 - 1/2

~For 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 of service.~

ADDITIONAL SERVICE FEES, HOURS, & 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. 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: ***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 same time they are picked up on the final day of service.
 - ***If you drop your pet(s) off earlier than 2PM on the first day of service and they are picked up later than 2PM on the final day of service, you will be charged a half-rate daycare fee per dog.*****

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. prior to service, booking is nonrefundable.

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For stays past 3 days, our boarding cancellation policy is as follows:

- A full refund is available if cancelled at least one week prior to service.
- If cancelled less than a week prior to service, a 50% refund is available.
- If cancelled 48 hrs. prior to the service, booking is nonrefundable.

◦ **DOG DAYCARE: ***8-12HR DAYTIME SERVICE.*****

> WHAT THIS MEANS: Starting from the time you drop your dog(s), they should be expected to be picked up no more than 8-12 hours later.

*****Pickup and dropoffs are flexible so long as they do not exceed the 12-hr. care rate. Should 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 24 hrs. prior to the service.
- If cancelled less than 24hrs. prior to service, booking is nonrefundable.

◦ **CHECK-IN VISITS: ***30MIN-1HR SERVICE.*****

For check-in visits, our cancellation policy is as follows:

- A full refund is available if cancelled at least 24 hrs. prior to the service.
- If cancelled less than 24hrs. prior to service, booking is nonrefundable..

*****Prices and rates may vary depending on distance.*****

SERVICE PREFERENCES

◦ **PET BOARDING AND DAYCARE**

A. *Furry Guests*

- I aim only to host 3 boarding 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.
- I only accept one cat at a time, even if they are from the same family. This is not because I've found cats often 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.
- **All pet boarders must first complete a trial run stay prior to their first booking request dates.**

B. *Honest Communication Regarding Social Skills*

- Given your dog(s) will almost always be accompanied with, it is critical that 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 behavioral traits around and/or towards 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.
- 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 team 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 who may better fit them and their pet's specific needs.

C. *Updates*

- Rest assured you will receive plenty of updates and photos of your pet(s); however, please understand and respect that I may not always be able to send all of your updates in perfect timing—especially if dropped off past 6PM for boarding.

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◦ **CHECK-IN VISITS**

A. 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 checkin.

B. Amount/Types 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. They are the following:

· Do not provide check-in visits for fish alone. In order for the aquatic rate to apply, the service must also include at least one other animal.

· Regarding 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.

◦ 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.

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 booking:

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 is explained within The Mary Austgen Doggett House, 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 the Policies and Terms of Services I have with The Mary Austgen Doggett House, LLC.

Client Signature*: _____ Date*: _____