

Becky's Pet Parade, Inc.

## **Policies On Pet Care**

Becky's Pet Parade, Inc. (a/k/a "BPP, Inc.") is primarily a pet care service company based in Evanston, Illinois, owned, operated and founded in the Fall of 2005 by Becky Nulle. Becky worked as a Paralegal in Commercial Litigation and Corporate Law before opening Becky's Pet Parade, Inc. As the owner and caregiver of BPP, Inc., "it is my goal to provide confidence and peace of mind to all pet parents while you are at work, away from home, and/or working from home so that your pets will be given the best care possible." The following policies will ensure a professional and friendly service to all of you, please take the time to read them:

- **Our Services**

BPP, Inc. is bonded, insured and owner operated. Our primary service is to walk your dog. I also provide services for your other pets; please check list of services. BPP, Inc. does not discriminate as to size, race, breed, creed, color or any life style or religion of its clients or their humans.

- **Walks**

BPP, Inc. will walk your pet within one hour of the time requested by you, as indicated on your Pet Care Service Agreement. We will make every effort to walk your dog on time, however, if BPP, Inc. fails to walk your dog within the time previously arranged on the Dog Walking Service Agreement, BPP, Inc, will not only notify the client immediately but will also apply a 50% discount for said walk, except for extreme weather conditions (more than 2 inches of snow, heavy rain, hurricane, and/or earthquake) in which case, we will notify the client of any delay.

- **Cancellation Policy**

You must provide 24 hours notice to BPP, Inc. if you wish to cancel/reschedule an appointment. Please know that we value our clients and will keep our scheduled care consistent to provide your pet with a steady routine for his/her walks. We understand that emergencies occur and we will try our best to accommodate your needs, however, failure to provide adequate notice on any change/cancellation might result in loss of a scheduled walk or an extra charge of \$5.00.

- **Payments**

BPP, Inc.'s payment procedure for existing clients will basically stay the same as it has been during the first year of operation as follows:

- Payments are due on the 15th and the 30th of each month for daily pet care;
- BPP, Inc. will deliver an invoice two days before the 15th and 30th for daily pet care service;
- Payments are due on the date of service for pets that are not daily care recipients;
- BPP, Inc. accepts cash and personal checks only.
- In the event of a NSF check, BPP, Inc. will charge \$30.00 to cover any extra bank charges. In the event of a second occurrence of such incident, BPP, Inc will only take cash for any future services.

- **Independent Contractors**

All independent contractors working for BPP, Inc. are properly trained, trustworthy, and responsible workers (pet care specialists) that will take care of your pet and your property following the guidelines of our company and any special instruction given by client.

- **Owner and Pet Information Form**

BPP, Inc. Owner and Pet Information form must be complete and signed prior to our first instance of care with your pet. BPP, Inc. requires a home visit with you and your pet to fill out all paper work (approx. 45 minutes, new clients only). We need to get to know you and your pet and learn their favorite things.

- **Key/Code**

Owners must provide to BPP, Inc., 2 keys, security alarm code and necessary instructions to enter/exit and secure your home.

- **Equipment**

Owner must provide to BPP, Inc. all food, collars, ID, leashes, treats, toys and clean up supplies necessary to care for your pet and property. I highly recommend that all pets have ID and properly fitted collar in your absence. During the pet care, BPP, Inc. will be responsible for clean up after your pet and disposal of same in a safe manner.

- **Environment**

Please make sure to inform BPP, Inc. of any changes in the environment at home regarding your pet, i.e., if you have placed the pet in a different room than normal or if there is another pet visiting your premises. Please inform us of ANY other person with access to your home during our service dates. Please inform us of ANY changes that you think may make the routine different.

- **Pre-paid Packages**

BPP, Inc., offers pre-paid (care) packages for your convenience, as listed on the Owner and Pet Information Form. You will be notified in writing when your package/account contains two or fewer visits, to provide you with enough time to renew your package. This service is OPTIONAL.

- **Communication**

BPP, Inc. understands that good communication is essential in our business. We encourage you to let us know your concerns, questions, or objections to serve you better. We will make every effort to accommodate your needs. All calls will be answered within 24 hours, unless an emergency occurs in which case we will call you within 1 hour or less.

- **Security and Privacy**

These are uncertain times. Your privacy and safety are of most importance. I carefully guard your keys, code, personal information, and lock all doors upon entering and exiting your home. My safety and the safety of your pets and security of your home mandate that I do not hide or use hidden keys nor rely only on garage openers.

I will never share, rent or sell your email, home address or your phone numbers, BPP, Inc maintains client confidentiality of your home and business. I respect your privacy and do not use my clients for references without their written permission. Your privacy is important to me.

I have read and agree to the above policies.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Sign and fax this form to Becky's Pet Parade, 773-907-8892