

Established in 2003, My Best Friends Pet Sitting Service is a locally, independently owned and operated business serving Stroudsburg, Pennsylvania and surrounding areas. With over 15 years of experience in the pet sitting industry, My Best Friends Pet Sitting Service fills an important need in the lives of your pets by keeping them safe, happy and comfortable while you're busy at work or away on vacation.

Whether for a day or a month, at your home or ours – it is our job to give you and your pets complete peace-of-mind. We take that responsibility very seriously. We pride ourselves on our competitive rates and professional, reliable service. We are bonded and insured, and members of Pet Sitters International. Most important, though, is that we love taking care of our best friends.



*"When I look into the eyes  
of an animal, I do not see an  
animal. I see a living being.  
I see a friend. I feel a soul."*

*- Anthony Douglas Williams*



## Policies & Procedures

Help us give  
your pets  
the best care  
anywhere.



Stroudsburg, PA 18360

**570-242-2648**

[www.MyBestFriendsPetSitting.com](http://www.MyBestFriendsPetSitting.com)



Here is all the information you'll need to learn about My Best Friends Pet Sitting Service, LLC. We offer dog walking, pet sitting, and dog training services in the Pocono region within 15 miles of Stroudsburg, PA. We are fully insured and bonded.

## **BELOW ARE MY BEST FRIENDS PET SITTING SERVICE POLICIES AND PROCEDURES:**

**RESERVATIONS:** It is best to plan a couple of weeks in advance in order to obtain pet sitting services on the dates you desire. An in-home interview is required, prior to reservations, for all new clients. While we can tentatively pencil in your dates, we must meet with you and your pet(s) and determine your needs before we make a commitment to providing care for your pet(s).

**LAST MINUTE RESERVATIONS:** We understand that last minute events and emergencies happen. While we cannot guarantee availability, we will do our best to accommodate your needs.

**RESERVATION CONFIRMATION:** It is your responsibility to confirm your pet sitting appointments. Always directly confirm your reservation with My Best Friends Pet Sitting Service. This ensures that we won't miss your message and care for your pet(s) will continue uninterrupted.

**EXTENDED ABSENCE:** In the event you have to be away longer than planned it is mandatory that we hear from you! We will only accept extensions of service by direct confirmation. The well being of your pet(s) depends on our communication!

**EARLY RETURN:** We understand that things happen that cause plans to change. Once we have scheduled, confirmed, and begun your pet sitting appointment, a fee will apply to cancellations due to early return because we've set that time aside for your pet(s). In the event that you return home early, you will be charged full cost for scheduled appointments within 48 hours of your unscheduled return. Any remaining balance for early return cancellations will be credited to your account for future pet sitting needs.

**HOLIDAY SERVICE:** The day before, the day of, and the day after these observed holidays will incur a \$5 per visit holiday fee: **New Year's Eve, New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas.** Overnight stays will incur a \$10 per night holiday fee for these days.

**CANCELLATIONS:** We understand that things happen that cause plans to change. Once we have scheduled and confirmed your appointment, a fee may apply for cancellations to compensate pet sitters for time they set aside for your appointments.

- **Within 3 days of services:** Cancellations may be made up to 3 days in advance of your scheduled service without charge.

- **Fewer than 3 days prior to the first day of your scheduled service period:** Cancellations made with fewer than 3 days of the beginning of pet sitting services will incur a fee of 15% of the total service.

- **Within 24 hours of services:** Cancellations within 24 hours of services will be charged full price for the first 24 hours of visits, then 15% for the remaining visits.

**HOME ENTRY:** Home entry is usually in the form of a key or with a keypad entry. For keypad entry we recommend a key backup hidden or with a trusted friend in case of power failure. We also recommend our separate code (usually 4-digits) be created for security reasons.

**SECURITY SYSTEMS:** If you have a security system, we recommend our separate code (usually 4-digits) be created for security reasons.

**INCLEMENT WEATHER:** In the event of inclement weather, a contingency plan must be in place in the event we cannot gain access to your home. Also, snow removal must be planned in your absence to ensure safe entry to your home.

**"COMFORT CALLS":** You may call or text (text preferred) My Best Friends Pet Sitting Service daily to check on your pet(s) during your absence. Since we are often with other pets, please leave a message and your call or text will be returned promptly.

**"I'M HOME" CALLS:** Please remember to call when you have returned home safely! Please call or text at ANY hour and let us know you have returned.

**ACCEPTABLE METHODS OF PAYMENT:** Cash and personal checks accepted. Please make checks payable to:

**My Best Friends Pet Sitting Service**

**VISITORS:** Please notify My Best Friends Pet Sitting Service if others (housekeepers, friends, family members, etc.) will

have access to your home during your absence. It is understood that the client will notify anyone with access to the home that My Best Friends Pet Sitting Service' services have been engaged. The police will be called on all intruders or suspicious acts without exception. My Best Friends Pet Sitting Service, company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons, that shall enter your residence for any purpose while My Best Friends Pet Sitting Service, LLC is caring for your pet(s).

**UNSECURED PET(S):** My Best Friends Pet Sitting Service will not be responsible for free-roaming or outdoor pet(s) in the event of illness, injury, loss or death. It is strongly advised that all pet(s) have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

**PET PROOFING:** It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet(s) has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet(s) or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet(s) may sustain or property damage the pet(s) may cause while in their own home/property.

