

## Take the Lead Policies and Procedures

### Liability:

- Take the Lead agrees to provide services articulated in the customer agreement in a reliable and trustworthy manner. The client agrees to notify Take the Lead of any concerns within 24 hours of returning home.
- Take the Lead cannot be responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.
- Take the Lead cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.
- Take the Lead shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed Take the Lead to allow outside while sitter is not there. This includes pets with doggie doors and outdoor pets.
- The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse Take the Lead for all costs associated with contracting any ailments while exposed to pet(s).
- All pets with electronic fences must wear their collars with fresh batteries. Take the Lead is not responsible for any animals that get out or inside of perimeter.
- Take the Lead will not visit acutely ill animals or those with uncontrolled medical conditions. We recommend the pet be boarded with a vet.
- Take the Lead does not accept aggressive animals. Client agrees to be responsible for all costs if client's pet should bite another person or animal.
- Take the Lead will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All pets must be walked on a leash and will be from one home.
- Take the Lead needs to be informed of any changes in the dog's medications. We will administer pills and drops but will not give any medicine by injection.
- Take the Lead will provide an approximate time as to when the visit will occur. Take the Lead requests an hour window to be able to fluctuate in regards to traffic and the weather.
- Take the Lead will have part time staff (bonded, insured, trained in pet first aid) for vacation/sick time.
- Take the Lead will pick up the keys as soon as the service has been agreed upon and will return keys promptly (24 hours) on cancellation of services.
- All clients' keys are kept in a locked secure safe when not in use. The keys are never labelled with the client's address. Take the Lead cannot accept keys that are left in certain hidden spots for us to use.

### Payment Arrangement:

- Take the Lead accepts cash or cheque to be paid at the beginning of each week.

### Cancellation Policy:

- Take the Lead requires at least 24 hours to cancel a service.
- Take the Lead reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

### Emergencies:

- Client agrees to authorize Take the Lead to handle any emergencies that may arise. Take the Lead will make every effort to contact client, however the client gives Take the Lead authority to act in the pet's/home's best interest.