

Paula's Pet Sitting in Midland  
2806 Gary Street  
Midland Mi 48642  
Owner: Paula Elandt



**Email**  
PaulasPetSittingInMidlandMi@gmail.com  
**Phone Number**  
989-513-7937  
**Website**  
www.PaulasPetSittingInMidland.com

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## PAULA'S PET SITTING - CLIENT HANDBOOK

We at Paula's Pet Sitting want to take the worry out of caring for your pet! Our Pet Care Providers (otherwise known as PCP's) LOVE animals first and foremost! We spend a lot of time ensuring that no pet is forgotten by utilizing several strategies: an online scheduling system, GPS, back-up care providers, and an "open door" policy for discussing any concerns!

### ABOUT YOUR PET CARE PROVIDERS:

Your PCP's schedule varies from week to week, however you can always check your pet sitting schedule in Time To Pet to see who is assigned on a particular day. In the event of an emergency and your pet care provider is not able to complete a visit, your secondary PCP will provide back-up care. If neither PCP is able to complete a visit, Paula or Amy will complete the visit. The scheduling software that we use is called "Time To Pet". The link to our portal can be found [here](#).

### PHONE NUMBERS TO YOUR PET CARE PROVIDERS:

Please go through the business office for all billing or scheduling issues. The business number is 989-513-7937. The business office is open Monday through Friday from 8 a.m. through 5 p.m. After hours or on weekends, if your pet is currently in our care, please call one of the numbers below and someone will get back with you as soon as possible. If the request is routine, we will get back with you on the next business day. We will forward information to your Pet Care Provider as necessary.

Paula Elandt, Owner: 989-513-5872 \* Amy Clark, Office Manager:  
989-513-7937

### THINGS TO DO AHEAD OF TIME:

- Notify your neighbors that you will have a PCP at your house.
- Notify your veterinarian that Paula's Pet Sitting is authorized to bring in your pet for emergency treatment or emergent illness. Be sure to discuss payment arrangements and advanced directives as needed. We will always

contact you or your emergency contact prior to taking your pet to the Veterinarian.

- Before you leave on vacation or at least weekly for our daily dog walking/visits, be sure to check over the schedule in Time To Pet to ensure that it still reflects your pet care needs. This is one of the most important things we tell our clients!

### **WHEN YOUR PCP ARRIVES FOR A VISIT:**

You will receive an email notifying you that your PCP has arrived. While doing the visit the PCP will be on GPS and you will be able to see their location (at your home) on a Google map. When the PCP leaves, you will receive another email notifying you that your sitter is leaving. The PCP may leave notes or pictures for you and you can view these by opening the second email link. Expect your PCP to arrive any time within 15 minute before or 15 minutes after the assigned time. If you do NOT get an email notifying you of a check-in, please send a text to Amy at 989-513-7937. It is possible that your PCP is delayed or that we are having technical difficulties. Amy monitors the PCP check-ins all day as well.

### **VISIT TIMES:**

Your pet's visit will be scheduled as close to your requested time as possible. Please request a time block as follows rather than a specific time.

1. Early Morning Visits take place between 7:00 a.m. and 9:00 a.m.
2. Late Morning Visits take place between 9:00 a.m. and 11:00 a.m.
3. Mid-Day Visits take place between 11:00 a.m. and 2:00 p.m.
4. Afternoon Visits take place between 2:00 p.m. and 4:00 p.m.
5. Dinner Visits take place between 4:00 p.m. and 6:00 p.m.
6. Bedtime Visits take place between 6:00 p.m. and 9:00 p.m.

The exact time that your PCP is scheduled to arrive may change at any time, but the appointment will still stay within the requested time block. If an appointment is cancelled, the next visit in line is moved up in our day. If a last minute appointment is requested and we can feasibly fit it in, our appointment times may move 15-30 minutes earlier or later.

### **POLICIES:**

- If Paula's Pet Sitting arrives at the client's home and pet sitting services are not actually needed (ie: pet owner came home early, adult child unexpectedly stopped by to care for pet, etc), the visit still "counts" as a paid visit.
- Your pet should be updated on all core vaccines, deworming and flea/tick prevention. Additional fees will be collected if there is an emergency visit to your veterinarian or the closest emergency clinic. Full reimbursement of medical treatment is expected, along with additional fees to cover transportation, time and expenses.

- Paula's Pet Sitting is not responsible for damages or loss at your home (i.e. leaks, basement flooding, electrical problems, acts of nature, etc.).
- Paula's Pet Sitting must be advised of any person(s) who has access to your home. If household items, etc. are out of place or a stranger is in your home, the police will be called.
- If the Security Alarm is tripped when we enter or exit the home, Paula's Pet Sitting is not responsible for any fees incurred. Please ensure that our pet sitters are well informed in using the security alarm at the Meet and Greet appointment.
- We use the "Time to Pet" Software to schedule and invoice our clients. Our clients can schedule their own appointments and update information on themselves and their pets; additionally, all communication takes place in your account. Please become familiar with this online software and call our business line if you have any questions.

## **PAYMENT & DEPOSIT POLICY - EFFECTIVE SEPT 1ST, 2017**

### **Monday through Friday Services - Ongoing services such as Mid-Day Dog**

#### **Walks:**

- These services will be billed each Monday for the previous 7 days (Monday through Sunday).
- Payment is expected by Friday of the same week invoice is sent out.
- Failure to pay within the specified time will result in requirement of prepaying for future services.
- No deposit is required.
- If you cancel a scheduled appointment with less than 24 hours notice, you will be charged full fee.
- To avoid the "Late Booking Fee - 25% surcharge" you must book 24 hours prior to needing services during the week; Monday requests must be booked by 5 p.m. the preceding Friday.
- Ongoing services will be billed separately from vacation services.

### **Vacation Services - If you are going out of town during the week or weekend:**

- Vacation services must be paid in full, in advance two weeks prior to the start of services.
- If services are not paid for as defined by this contract, Paula's Pet Sitting reserves the right to cancel requested vacation dates or terminate services.
- We will send out your invoice after we have set your schedule and you have confirmed the number of visits needed per day. Please pay 50% down at the time of booking, to hold your spot. You may also pay for your services in full at the time of booking.

- If services are cancelled 8 or more days prior to the start of services, a credit of 50% of the cost of the cancelled services will remain on the Client's account to be used toward future services. No refunds will be given.
- No refunds or credits will be given for any cancellations made within 7 days of the scheduled start of a service.
- Holiday services incur a 25% surcharge. Please see website or call our office for exact dates.

**Holiday Calendar - We charge a 25% surcharge fee for holidays.**

- Easter: Friday through Sunday
- Memorial Day: Friday through Monday
- Fourth of July: June 30th through July 4th, 2017
- Labor Day: Friday through Monday
- Thanksgiving: Wednesday through Sunday
- Christmas and New Years: December 24th through January 1st

**OUR RATES:**

30-Min Visit - \$15.00

30-Min Visit w/25% surcharge - \$18.75

30-Min (5 visit pkg) (\$13/visit) - \$65.00 - (Monday - Sunday, must be used within one week, no carryover)

60-Min Visit - \$25.00

60-Min Visit w/25% surcharge - \$31.25

60-Min (5 visit pkg) (\$20/visit) - \$100.00 - (Monday - Sunday, must be used within one week, no carryover)

Boarding (-30 lbs) - \$15.00

Boarding (-30 lbs) w / 25% surcharge - \$18.75

Boarding (+30 lbs) - \$20.00

Boarding (+30 lbs) w / 25% surcharge - \$25.00

Farm Visits (30-Min) - \$25.00

30-Min Farm Visit w / 25% surcharge - \$31.25

Farm Visits (60-Min) - \$45.00

60-Min Farm Visit w / 25% surcharge - \$56.25

House Sitting - \$60.00

House Sitting w / 25% surcharge - \$75.00

Concierge Service (Time based)(\$20/hr) - \$20.00

Concierge Service w/25% surcharge - \$25.00

30-Min Visit / Outside City Limits - \$20

30-Min Visit / Outside City Limits / 25% surcharge - \$25

60-Min Visit / Outside City Limits - \$25

60-Min Visit / Outside City Limits / 25% surcharge - \$31.25

**DISCLAIMER:**

Paula's Pet Sitting will not be held liable in the event of illness, injury, loss or death of any pet(s) allowed to roam off-leash or have unsupervised access to the outdoors. We recommend microchips and/or i.d. tags for all pets. Additionally, by signing this contract, pet owner will not hold Paula's Pet Sitting (ie: Paula Elandt or employees and Independent Contractors) liable for death or injury, for any reason, to your pet during the course of the contracted service.

By e-signing this contract, you give the protection of your pet to Paula's Pet Sitting, and trust that we will provide proper and reasonable care and kindness to your pet.

Our goal is to build a long lasting, LIFE LONG relationship with our Clients and their Pets! If at any time you have a question about our service please contact us at any time by the "Time To Pet" messaging system or phone call.

Thank you so much for choosing Paula's Pet Sitting!