

Happy Hearts Pet Care LLC

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“LIKE” us on FACEBOOK

www.powerpetsitter.net/login.aspx?bid=6691

Contacting Happy Hearts Pet Care

Clients may contact Happy Hearts Pet Care either by phone, text or e-mail. We do not have scheduled office hours and because we are usually caring for pets we may not be able to take your call right away. Emails and voicemails are checked at the end of the day and responded to within 24hrs. If you have an emergency you should send a text as that comes through right away.

Our Guidelines for Scheduling & Performing Visits

We use on line scheduling software called Power Pet Sitter. Once you are an established client with HHPC you will be given a log in and password so you can use the software to update your information, schedule future trips or make changes to your current schedule. All appointments do have to be approved before being added to our schedule and you will receive a confirmation email from Power Pet Sitter once that has been done. If your not comfortable using the software you can always call/email/text your pet care needs to Lee to be entered and you will still receive an email confirmation. When performing visits our #1 rule is no inside dog will ever be left for more than 12 hours between visits.

Morning visits are done between 6-8am. Mid-day visits are done between 11am & 3pm. Dinner visits are done between 4-6pm and evening visits are done between 7-10pm. During the holidays these visit times can start earlier and run later due to high volume of visits to be made. Any visit requests for times outside of the specified time frames are subject to an extra \$5 charge and will only be honored if convenient for Happy Hearts Pet Care staff.

Each visit is approximately 30 minutes. Mid-day walks are scheduled for 20min. We do offer 1hr visits for an additional cost.

When making 3-4 visits per day to your home, we try to space the day time visits 4 - 7hrs apart with the over night visits not being more than 12hrs apart but usually only 10 hours.

When making 2 visits a day to your home they will be spaced exactly 12 hours apart for an indoor dog.

Outdoor dogs and cats requiring 2 visits per day will fall between 7-12 hours between daily visits.

When making only 1 visit per day we try to make that visit in the same time frame each day.

We can NOT accept specific time requests for visits unless it is for a medical purpose.

Your Responsibility as a client

Happy Hearts Pet Care would always like to be available to care for your pets and home but we do need as much notice as possible. Acceptable notice would be at least 4 days before your trip IF YOUR KEY IS ON FILE. Trip plans for ANY holiday should be scheduled no less than 2 weeks ahead of time. We do realize that life happens and will always try to accommodate you in the event of unforeseen emergencies but pure lack of planning will cost you an extra \$20 if given less than 4 days notice.

Please inform Happy Hearts Pet Care of anyone else that will have access to your home while we are caring for your pet. Keep in mind that we are women out alone and our safety is important.

Letting us know when the housekeeper, maintenance person, friend or relative could be coming to your home will save us from any scares.

Once you have scheduled your trip with HHPC, please contact us 24 hours before you leave to confirm your trip plans. If we do not hear from you we will start visits with your pet as originally contracted. You must contact Happy Hearts Pet Care when you return from your trip regardless of the time of day. If we do not hear from you within 12 hrs of the last visit made for a dog or within 24hrs of the last visit made for a cat we will attempt to contact you. If we are unable to reach you, another visit will be made to your home and we will continue to make visits until contact has been made that you are home to care for your pet. Normal visit rate will be charged.

Please make sure you have left enough food, litter or other necessary supplies for your pet before you leave for your trip. HHPC will of course pick up any supplies that may run out and bill you the cost plus \$10.00.

You should leave out any acceptable cleaning supplies that can be used on your flooring if your pet should have an accident. We will use only cold water if no supplies have been left out for this purpose. Towels should be left by the door for wet paws coming in from walks. We do our best to keep wet/muddy paws off your floor and furniture.

Mid-Day Doggie Walks

When hired for mid-day dog walks only, these walks are approximately 20 minutes. These walks are made between 11am & 2 pm. No specific time can be given but we will try to accommodate requests for the beginning or end of this time frame. You will be left a note each day telling what time we walked your dog and their potty routine. You will be left a bill at the end of each weeks visits, then you can leave payment on the first visit of the next week unless other arrangements have been made. You may cancel a visit before 9:30 am the day of the walk without charge.

Terms of Payment

Payment is due upon receiving our invoice, which will be left at your home on the last visit made with your pet or emailed through Power Pet Sitter. We accept cash, check or by Paypal, using leesapetgal@yahoo.com. Any accounts open after 30 days is subject to a \$20 late payment fee. Any checks returned for non-sufficient funds will be charged \$10 PLUS the NSF fee charged to our account.

Keys

Your house key will be picked up at the initial interview and tagged with your account number not your name or address. When making visits your file and key are in a locked briefcase. We can schedule for key return and payment when you return from your trip OR if you think you may be traveling more than 1 time per year you may consider having your key retained in our locked filing cabinet. Then you can mail payment and just give us a call the next time you're going away without the hassle of scheduling a key pickup. We do charge \$10.00 for key pickup/return after our first interview.

Cancellations

Happy Hearts Pet Care does not have a cancellation fee but if you do not call ahead to cancel and we arrive at your home for the visit you will be charged for that visit. During the holidays it is very important that you give as much notice as possible of cancellation so that we may care for another valued clients pets.

Contractors

HHPC does use the services of independent contractors to provide consistent, reliable pet care to our valued clients. All contractors are given orientation and a HHPC manual to be sure they understand how we like things done. I.C.'s are covered under our liability and Bonding Insurance policy and a criminal background check is done through the Michigan State Police before they are contracted for any jobs. I.C.'s are under contract and are not allowed to offer pet care services to our clients on the side. Doing so will result in legal action. You can request to meet any contractor that will be assigned to care for your pets and home.