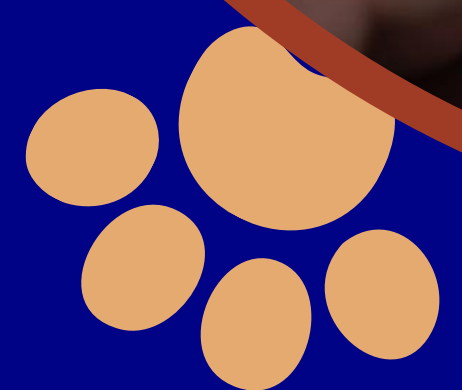
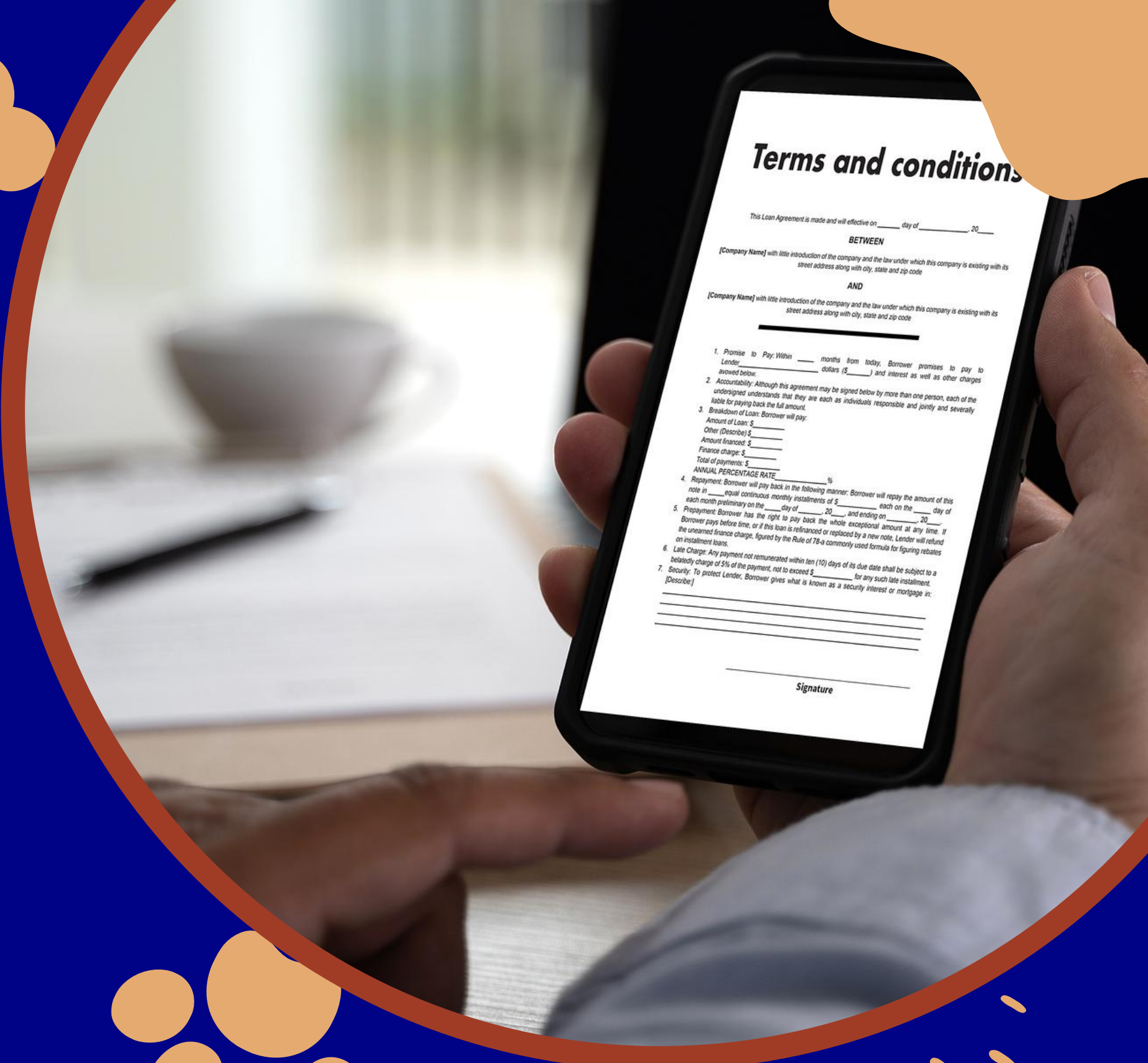


POLICY & TERMS OF USE

Corks Critter Care™





ABOUT US

Corks Critter Care Home & Pet Sitting Services provides professional pet sitting, dog walking, and diversity of pet care services for all varieties of domesticated pets.

You can [learn more here.](#)

ANIMALS

- Where appropriate, all pets must have a veterinarian and be currently vaccinated.
- Cats may be visited at the request of the owner, every second day if the cat eats dry food. Cats that eat wet food should be visited on a daily basis. Dogs require a lot of attention. Therefore, dogs will be visited on a daily basis only.
- Corks Critter care will not be responsible for any damage to carpets, rugs, floors, or other household goods caused by your pets destruction behaviour, vomit, urinating, spraying, chewing, scratching, etc. We will pick up messes but prefer not to clean carpets as staining may occur.



ANIMALS

- **Cats must be indoors in our care at all times. No pets will be allowed to roam or be off-leash under any circumstances while out of doors. A waiver of no liability must be signed if the client wants otherwise.**
- **Corks Critter Care Home & Pet Sitting Services will not accept biting or aggressive animals. Corks Critter Care Home & Pet Sitting Services will not sit for pet shops or kennels, only house pets.**
- **Corks Critter Care Home & Pet Sitting Services will not walk unruly or untrained dogs or dogs who choke themselves on their lead.**
- **Corks Critter Care will not assume liability for pets that have access to outside. For the safety of your pets, we recommend pets stay indoors while you're away. A waiver of liability must be signed if you wish to have your pets let outside in your absence.**



BOOKINGS - RESERVATIONS

To schedule or cancel a service you have 2 options:

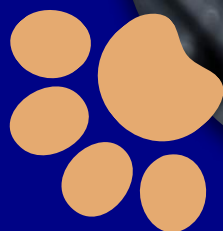
1. Online: [CCC Pet Care App](#) (24/7)
2. By phone: 403-807-6866 (Office Hours)

Your reservation is only confirmed when you have received an invoice confirmation

Remember, email or phone messages left are not considered confirmations.

Last-Minute Services - Cork understands that there are times when we have to make last-minute plans. Don't sweat the small stuff we got you covered! However, all services are only rendered once payment is made.

10 fee will apply to reservations made with less than 24 hours notice.



BUSINESS HOURS



Corks Critter Care Business hours are weekdays from 9am to 5pm.

Our office is closed on weekends and holidays.

Calls and emails are monitored for emergencies and bookings when the office is closed. All other calls and emails are returned within 24 hours.

PET SITTING & MIDDAY DOG WALKS

Morning Midday Evening

7 am to
11 am

11 am to
4 pm

4 pm to
8 pm

🐱 Cats are always visited a minimum of every 48 hours.

Dogs are always visited a minimum of every 12 hours.

✓ ✓ ✓ ✓ Specific pet sitting time reservations are an extra \$5 per visit.

VISIT HOURS



PET SITTING OVERNIGHTS

Start Evening
Arrivals

Midday
(visits+dog walks

End Morning
Departure

7 am to 11 am

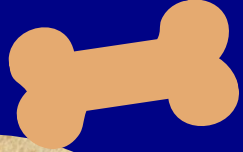
11 am to 4 pm

4 pm to 8 pm

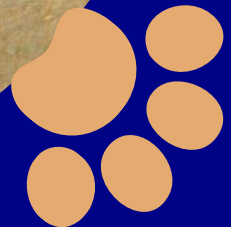
Start Evening Arrivals start the visit payment cycle
End Morning Departure visits end the payment cycle.

- On the first day, if a morning or afternoon visit is required then those are invoiced as a separate visit charge.
- On the last day, if a midday or evening visit is required then those are invoiced as a separate visit charge.

CANCELLATIONS



Policy



Corks Critter Care has in place a no overbooking policy thus once you have contracted CCC services, we will not accept others that may need our services at the same time as you.

Please be aware that you will be charged for any visits without proper notice of cancellation.

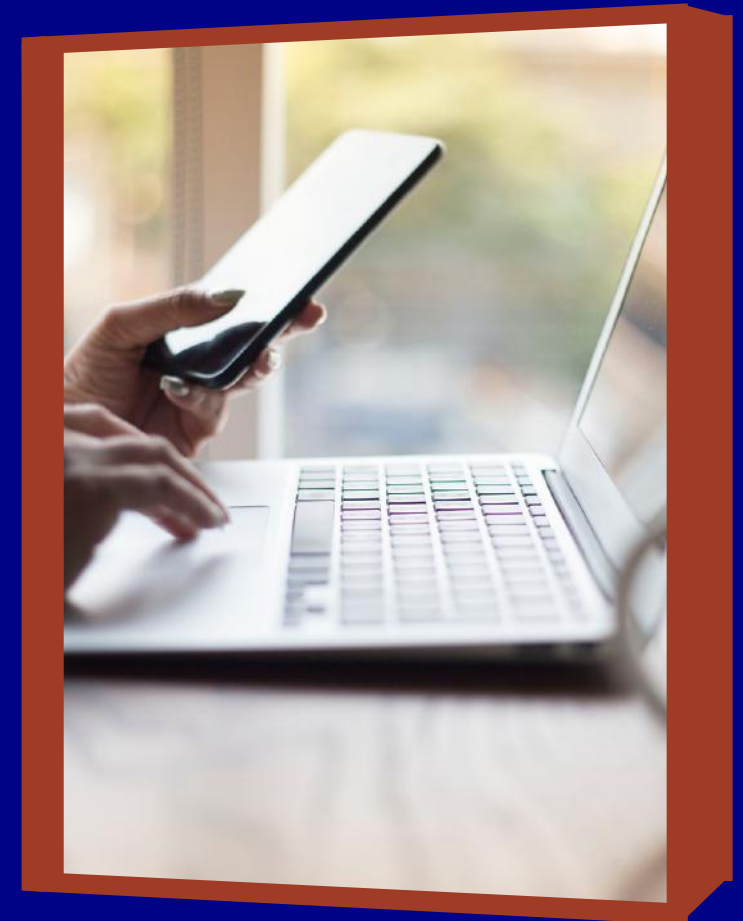
- Mid Day Dog Services: 24 hours notice of cancellation
- Pet Sitting: 48 hours notice of cancellation
- Overnight Pet Sitting: 7 days notice of cancellation.

***** Due to the exclusive nature of overnight bookings, we must decline all requests for overnight stays that coincide with the dates you have booked thus all cancellations have a 50% cancellation fee.*****

COMMUNICATION



- Corks Critter Care Pet Care App or call our office during office hours at 403-807-6866.
- You will be expected to notify Corks Critter Care when you return through our online Pet Care App client portal, by leaving an email at (corrine@corkscrittercare.com) or voicemail message at 403-807-6866.
- If we don't hear from you within a reasonable period of time, we will try to contact you by phone and if we are unable to make contact, we will make a visit, and the client will be responsible for any charges thereafter.



CONFIDENTIALITY

We recognize that your privacy is important to you and your family. We will not at any time, either directly or indirectly, use any information for our own benefit, disclose, or communicate, in any manner, any information to any third party. I will also not divulge the dates or nature of your travel or relationship with Corks Critter Care without your written permission.

<https://corkscrittercare.com>



EMERGENCY CARE



- In the event of pet illness or other medical emergencies, clients' pets will be taken to its preferred vet clinic after hours, weekends, and holidays to an emergency clinic. At all times Corks Critter Care will attempt to notify the client and has permission to authorize any care the vet deems necessary for the pet's well-being. The client agrees to make arrangements with their vet prior to departure to make financial arrangements for any unforeseen emergency care.
- Corks Critter Care Home & Pet Sitting Services makes no claims to offer veterinary services and any veterinary/medical concerns will be referred to the veterinarian of the client's choice.
- Corks Critter Care Home & Pet Sitting Services does not diagnose or prognosis or perform procedures outside the realm of a home and pet care service.
- It is suggested that the client have a credit card on file with the pet's veterinarian in case of emergencies .

KEYS & CODES

- Keys are given to Corks Critter Care at the time of the initial visit. Keys are coded, kept on file in a secured location and in a locked safe when not in use in anticipation of future assignments.
- If Corks Critter Care is expected to pick up or drop off keys there will be a \$20 service fee per trip.
- Client ensures un-keyed deadbolts are not locked and door keypads have fresh batteries.

- Any keys arranged to be left behind in a hiding spot or mailed back after our last visit, we will not be personally responsible for if they go missing.
- Should keys become unusable, lock malfunction, or client fails to leave a key or for any other reasons beyond our control, Corks Critter Care has the authorization to hire a locksmith to gain entry into a client's home on the client's behalf. The client will be responsible for all expenses incurred and reimburse Corks Critter Care upon return.



4 WAYS TO GIVE US ACCESS TO YOUR HOME



01. Keys

Give us a key. We keep your keys in a safe for future use

02. Lockbox

The Safest Option: you leave a key in a secured lockbox for your CCC Custodian



04. Hide a Key

Leave a key hidden in a predetermined place. We don't recommend this option



03. Codes

Allow entry with a door or garage code

NOTIFICATION OF CLIENTS RETURN



- You will be expected to notify Corks Critter Care when you return through our online [Pet Care App client portal](#) by leaving an email at : (corrine@corkscrittercare.com) or voicemail at 403-807-6866.
- If we don't hear from you within a reasonable period of time, we will try to contact you by email/phone and if we are unable to make contact, we will make a visit, and the client will be responsible for any charges thereafter.

OUR STANDARDS



- Corks Critter Care Home & Pet Sitting Services accesses all available multi-discipline services to ensure quality care.
- Corks Critter Care Home & Pet Sitting Services reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.
- Corks Critter Care Home & Pet Sitting Services honours confidentiality for both clients and the company.
- Corks Critter Care Home & Pet Sitting Services holds animal, client, and personal safety as a top priority.
- Corks Critter Care Home & Pet Sitting Services does not misappropriate funds or belongings and holds honesty and reliability to be of utmost importance.

PAYMENTS



● Payments are due prior to the start of services to Corks Critter Care and are made either by cash, PayPal, Stripe, or

email transfer at:
corrine@corkscrittercare.com

RATES & FEES

- There is a \$20 initial visit fee and a holiday surcharge of \$5 per day for any civic or statutory holidays.
- Overnight services there is a \$25 surcharge on holidays (civic and statutory).
- 5 fee will apply to specific pet sitting visit time requests.
- 10 fee will apply to reservations made with less than 24 hours notice.



- Already a client?
Book Now with [Corks Pet Care App](#)
- Register to become a New Client
- Our pricing is subject to change at any time.

SECURITY & SURVEILLANCE CAMERAS



Cameras are part of our lives more and more these days and Corks Critter Care does not condemn them however, requires knowledge of where each one is located for ethical and privacy reasons. By law, all surveillance cameras cannot record, audio is turned off and not located in areas that may be intrusive.

3RD PARTY POLICY



- **Corks Critter Care Home & Pet Sitting Services is bondable (bonded) and maintains high standards of honesty and integrity.**

- **Corks Critter Care does not recommend job sharing. Corks Critter Care is fully licensed, insured, and bonded however, insurance and bond covers our business employees only. All requests must be discussed with the owner of Corks Critter Care and may require a waiver of insurance and bonding protection provided by Corks Critter Care. In this case, Corks Critter Care can assume no liability for any damages or losses to your home or pets.**

- **If Third Parties (friends, relatives, neighbours, etc) have access to the clients home during the pet care services, the client must disclose to Corks Critter Care in advance all the names, phone numbers, times and dates that they are stopping by as well as any job responsibilities they may have. The client must also notify the Third Parties that Corks Critter Care has the sole responsibility of all animal care related services. Visitors will not be allowed in the home unless specific directions and permission have been received from the client.**

- **Corks Critter Care will not hesitate to notify the police if any undisclosed third Parties are found on the client's property. The police will be called on all intruders or suspicious acts without exception.**

- **All Third Party services, such as housekeeping, yard maintenance, repairman, window washers, etc. must be either cancelled for the duration of the booked services with Corks Critter Care or the client signs a waiver that limits our liability should problems arise. Job Sharing Release Form**

- **Keep in mind this policy is due to the safety of the pet sitter, your pets, home, bond, and insurance liability.**

MUTUAL UNDERSTANDING

The client has read these entire Policies, fully understands the contents hereof, has had the opportunity to obtain independent advice as to its legal effect, and is under no duress or obligation of any kind to execute it. This Policy reflects the mutual understanding of the parties with respect to all subject matter addressed herein and will be construed accordingly.



COUNTERPARTS

This Policy may be executed in counterparts, with the same effect as if both parties had signed the same document. All such counterparts will be deemed an original, will be construed together and will constitute one and the same instrument.



REFUNDS

- We do not provide refunds, but use your remaining amount as a credit on account for future service bookings.
- Please note: Your credits expire after 1 year





TIPPING

“ If you wish to tip the pet sitter, please write a separate check in the pet sitter's name or leave cash for your sitter. ”

WEATHER

In extreme weather, pets will be cared for as safely as possible.

- Dog walking services are subject to cancellation depending on the weather. This ensures the safety and well-being of both your pet and the dog walker.
- Corks Critter Care will only let your dog(s) outside to do their business when the weather is not suitable for a walk.



<https://corkscrittercare.com>

DISCLAIMER

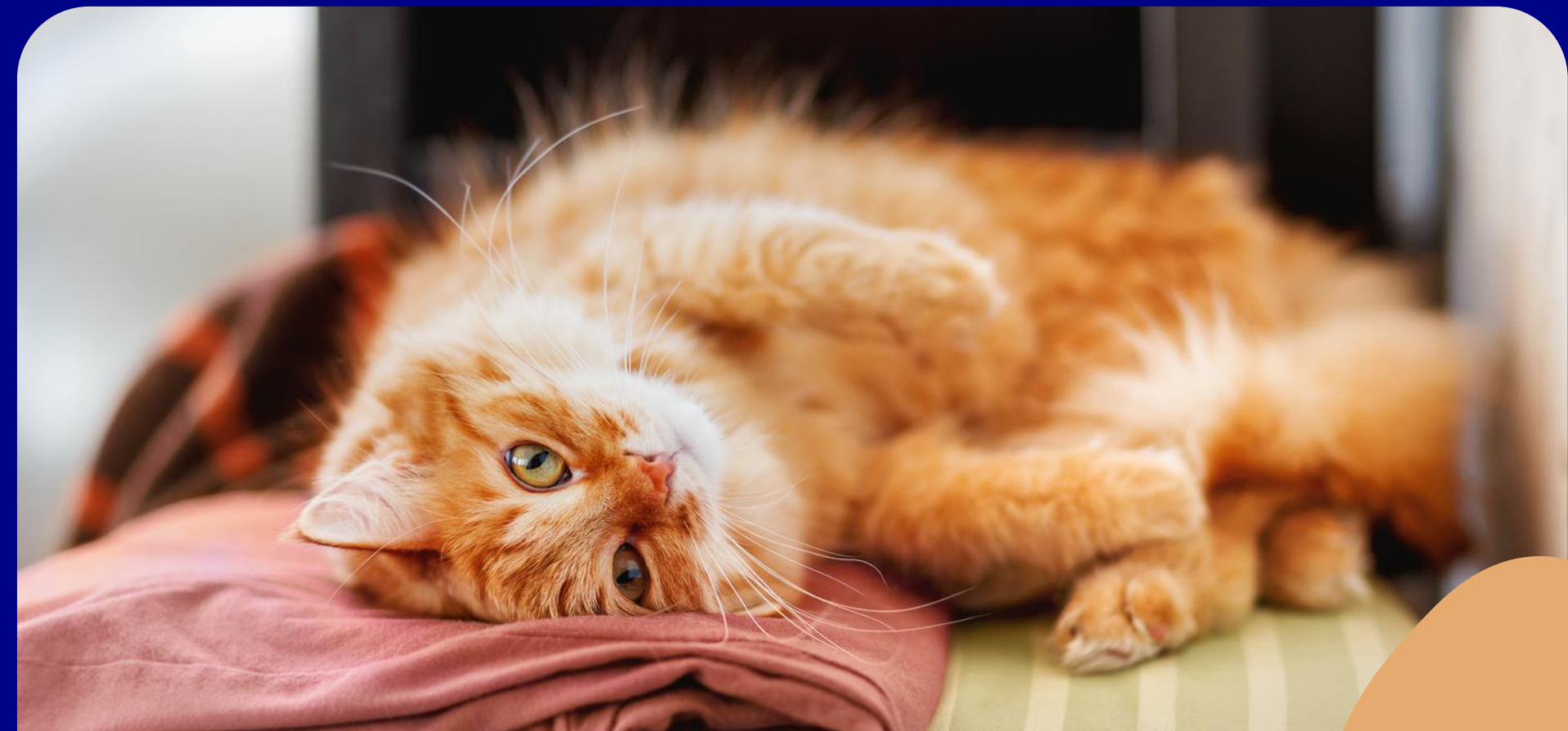
The information provided in the Policies and Guidelines section of the Corks Critter Care Pet & Home Sitting Services website is accurate at the time of posting. While every effort is made to ensure the accuracy of the information provided, all content is subject to change without notice.



ENTIRE AGREEMENT; AMENDMENT

This policy constitutes the entire understanding between the parties and supersedes all proposals, commitments, writings, negotiations, and understandings, oral and written, and all other communications between the parties relating to the subject matter hereof. These policies may not be amended or otherwise modified except in writing duly executed by all the parties.

These Policies will be binding upon, and inure to the benefit of, each of the parties hereto to the extent applicable to them and their respective successors and assigns.



THANK YOU

Contact us if you have any questions with our policies



<https://corkscrittercare.com>