



Thank you for choosing Keeping Up With The Quackheads LLC to care for your beloved pet(s). I am thrilled to have the opportunity to provide your furry, feathered, or scaly family members with the love and attention they deserve. To ensure I can provide the best service possible, please take a moment to review my policies and procedures below.

## Contact Information

Please feel free to reach out with any questions or concerns:

- **Phone:** 802-598-8795
- **Email:** morganshaaye@gmail.com
- **Website:** [keepingupwiththequackheads.com/petsitting](http://keepingupwiththequackheads.com/petsitting)

## Meet and Greet

Before the first scheduled service, I require a meet-and-greet session to:

- Discuss your pet's needs and routine.
- Review feeding, exercise, and medication schedules.
- Share emergency contact and veterinary information.

## Scheduling and Cancellations

- **Booking:** Please plan to book as far in advance as possible. I operate on a first come, first serve basis, and cannot guarantee availability as the dates become closer.
- **Cancellations:** Please provide at least **14 days** notice for cancellations to avoid a cancellation fee of *50% of your total*.

## Payment Policies

- **Rates:** *My rates are going up.* They will vary by type of animal, amount of animals, and level of care to be provided (i.e. medications, incontinence, transportation). Rates will be discussed and agreed upon during our Meet & Greet opportunity. Rates are *per day* regardless of your arrival/departure time that day.
- **Payment Methods:** I accept checks (made out to Keeping Up With The Quackheads, LLC) or Venmo to @kuwtqllc or @morganboss. Paypal- morganshaaye@gmail.com.
- **Due Date:** Payment is due at time of service. **Late fees will apply to all payments made later than 7 days post booking.**

## **Key and Access**

- Please provide keys, access codes, and instructions for entry to your home.
- Keys will be securely stored and labeled without identifiable information.
- I appreciate the ability to keep your house secured while you are away.

## **Pet Care Procedures**

- I follow your pet's regular schedule as closely as possible.
- Updates (including photos) will be sent via text to keep you informed.
- In case of emergencies, I will contact you immediately and follow the agreed-upon protocol. Please leave veterinary information easily accessible.

## **Health and Safety**

- Please ensure your pet is up-to-date on vaccinations and flea/tick prevention.
- Inform me of any behavioral issues, allergies, or medical conditions prior to service.
- Aggressive or dangerous pets may require special arrangements or may not be eligible for care.
- *Occasionally, I like to bring my small dog with me. Please let me know if this is not something you are okay with.*

## **Liability**

While I take every precaution to ensure your pet's safety, Keeping Up With The Quackheads LLC is not responsible for any unforeseen incidents beyond our control. By using my services, you acknowledge and accept this policy.

## **Your Feedback**

I value your feedback! If you have any suggestions or concerns, please don't hesitate to let me know. Your satisfaction and your pet's happiness are my top priorities.

I look forward to building a trusted relationship with you and your pet(s). Thank you for trusting me with their care and your home.

Warm regards,

Morgan Boss

Owner

Keeping Up With The Quackheads LLC