



Policies

1. Meet and Greets

RCO Pet Care requires a new client registration meeting, also known as a Meet and Greet, prior to all dog walking and pet sitting services. This will allow you to get to know us and introduce us to your home and pets prior to the start of service. We will review all information, review home access, and get you set up with a lock box if requested. Your Pet Portal filled out prior to your scheduled Meet & Greet appointment.

The initial Meet and Greet costs \$35. If you would like us to provide and set up a lockbox at this time, the fee will be \$60. The lock box is yours to keep!

Any additional Meet and Greets and/or visits to help a shy pet acclimate to their caregiver(s) will be billed at the current visit rate.

2. Team Care Approach

Each daily dog walking and pet sitting client is assigned primary caregivers. In the event that your primary care providers are out sick, taking time off, or have a last-minute emergency, an alternate Pet Care Specialist is ready and available to take over so no interruption in care occurs.

While we strive for consistency, we may occasionally need to reassign your pet(s) to a different caregiver. The new pet care provider will be given a summary of your pets' routine and/or shadow your pets' visits. Meet and Greets with a new provider are available upon request and will be billed at the Meet and Greet Rate.

Occasionally, additional team members may shadow your pets' visits as a part of our team training and quality assurance programs.



3. Pet Portal (Time To Pet)

Each client must create an account in RCO's [Pet Portal](#) prior to the initial Meet and Greet. Here, clients can request [services](#), update their pet care, personal and emergency information. Please be sure to review and fill out the pet portal prior to your Meet & Greet appointment.

4. Vaccinations

RCO Pet Care requires proof of current rabies vaccination for all dogs and cats of eligible age. This can be uploaded directly to your account, emailed to our office or provided at the Meet and Greet.

5. Medications

All medications must be listed in the pet profile section of your account, along with specific dosage and other relevant information. While uncommon, some pets will react very differently to someone besides their family administering medication. Our team will make all efforts to administer required medications to your pets. If the pet becomes a bite risk while receiving medication, our team will contact you about alternative methods.

6. Bite Histories and Aggression

To keep our pet care specialists safe, we require the full disclosure of any bite history, attempted bites and similar incidents or hazardous tendencies of your pet. Generally, our pet specialists cannot care for pets with a prior bite history or that display aggressive behavior during the Meet and Greet or services.

At your request, aggressive or nervous dogs can be referred to our dog training team at Where Sit Happens to determine eligibility of service with one of our professional dog trainers.

If a pet is showing signs of aggression during a visit and all safe attempts of completing the visits have been made, the pet care specialist may end the visit or modify tasks for their safety.



7. Payment Methods

RCO accepts all major credit cards, Apple Pay and ACH transfers via Time to Pet.

8. Payment Policies

We cannot guarantee our availability until your Time To Pet account been filled out, the Meet and Greet has been completed and any applicable deposit is received.

Payment policy for each service is as follows:

Pet Sitting, AM, PM and Weekend Walks:

NON-HOLIDAY PERIODS: 100% due 7 days prior to first visit

HOLIDAY PERIODS: 100% due 28 days prior to first visit

Dog Walks (9a-3p, Monday – Friday):

Billed weekly, 100% due at the first service of the week

Failure to remit payment on the due date may result in cancellation of your service dates.

9. Invoices

Current, past and upcoming invoices are always available via Time to Pet.

Pet Sitting/Non-Recurring Visits

If an invoice is marked “Draft” the invoice has been automatically created upon acceptance of your visits and still needs to be reviewed by our team. Our office will send the invoice via email once it has been reviewed! Payments may be made on draft invoices if desired.

Weekly Recurring Visits

As they are typically the same from week-to-week, recurring client invoices are not sent via email based on client feedback. Weekly clients DO receive a reminder the day before their card runs, however. If you would like your invoice emailed weekly, please let us know and we can flag your account!

Post-Service Adjustments



It is rare that adjustments need to be made to an invoice after service is completed. An additional invoice or adjustment may be created if:

- Additional visits were added after the initial invoice was paid
- One or more visits ran overtime due to a client not leaving their key, cleaning large pet messes, etc.
- There were any additional services provided at the request of the client, such as transport to the vet

Any adjustments will be communicated with you upon your return.

10. Keys

PET SITTING:

RCO Pet Care requires lockboxes and/or keyless entry UNLESS the client lives in a complex where this is not possible. Clients can provide their own lock box or purchase one from RCO Pet Care directly. This does *not* have to be kept at your front door and can be hidden at your discretion. We do request one back up key to hold at our office in the case the lock box or key was not accessible.

We do not require a lock box if you have:

1. A battery-operated code for your door.
2. A garage door code.
3. A hidden key.

Please note if a client chooses to utilize one of these methods and does not choose to leave us with an emergency backup key and there is a power outage, battery failure or a hidden key is not left, the client will be responsible for locksmith fees or fees associated with gaining entrance in another way.

DOG WALKING

While we recommend providing a house key in the case of a power outage, only a garage code or battery-operated code for your door can be acceptable. If the client chooses this method without a backup key and we cannot access the home due to a power outage, the client will still be charged for the visit.

KEY PICK UP



Please have your back up key ready at the Meet and Greet. Keys will remain on file at the RCO Pet Care office unless alternative arrangements are made. Clients are welcome to take their keys in between visits but will be charged a \$20 convenience fee each time a sitter needs to make an additional visit to pick them up.

Keys can also be brought to and picked up from our office at the Where Sit Happens training facility in Oxford for no charge. Please contact us for the current schedule to make drop-off or pick-up arrangements.

11. Short Notice Bookings

Dog Walks (9a-3p, Monday – Friday):

A \$5 fee will be assessed to midday, weekday dog walks if the requested service begins in less than 24 hours.

Pet Sitting, AM, PM and Weekend Walks:

A \$10 fee will be assessed to midday, weekday dog walks if the requested service begins in less than 48 hours.

12. Vacation Pet Sitting Requirements

For the well-being of our four-legged clients, RCO requires the following for vacation pet sitting:

DOGS: A minimum of three visits per day is required unless outdoor access is available.

CATS AND SMALL ANIMALS: A minimum of one visit per day is required. No exceptions.

13. Cancellation Policies

The following cancellation policies apply to all services booked and confirmed via our software.

Dog Walks (9a-3p, Monday – Friday):

Cancellations must be requested via the Pet Portal no later than 5p of the prior



business day (Monday – Friday) to avoid a cancellation fee. All cancellations made later than 5p will be charged the full visit rate.

Exceptions will be made for snow or ice storms if notice is given by 9am the day of. Frequent cancellations may result in removal from an ongoing schedule and any recurring discount will be forfeited.

Pet Sitting, AM, PM and Weekend Walks:

NON-HOLIDAY PERIODS:

If more than **7 days notice** from first date of service is provided, no cancellation fee will be applied.

If **3-7 days notice** from first date of service is provided, a 50% cancellation fee will be applied to the invoice for services that have not commenced as of the date of cancellation. Any remaining balance will be credited to your account for use within one year.

If there is **2 days or less notice** from first date of service is provided, a 100% cancellation fee will be applied to the invoice for services that have not commenced as of the date of cancellation.

If pet sitting services have commenced and one or more visits are canceled due to your early return or change in schedule, no credit will be issued for those unused visits.

HOLIDAY PERIODS:

If more than **28 days notice (4 weeks)** from first date of service is provided, a full credit will be applied to your account for use within one year.

If **14 – 28 days notice (2 – 4 weeks)** from first date of service is provided, a 50% cancellation fee will be applied. Any remaining balance will be credited to your account for use within one year.

If **less than 14 days (2 weeks) notice** from first date of service is provided, no credit will be given.

If services have commenced and one or more visits are canceled due to your early return or change in schedule, no credit will be issued for those unused visits.



COVID-19:

Please consider the status of the COVID-19 pandemic carefully when choosing service dates. This far into the pandemic we cannot make exceptions to our cancellation policy in fairness to our team members.

Why Do We Have a Cancellation Policy?

We have awesome clients who are extremely important to us. We take pride in providing the best care possible to your pet so having a cancellation policy ensures that all parties will be treated in an equitable manner. Because there are a finite number of hours in a day and demand for our services continues to grow, we book services weeks, sometimes months, in advance. We try to never turn our clients away but sometimes that does happen, and we don't maintain a waitlist.

If a cancellation occurs, we have no way of reselling that time. Our cancellation policies are the same for everyone and are always available on our website. This transparency allows us to schedule clients who are serious about using our services and understand in advance that our cancellation policy is in place to be fair to all. We hope you understand and thank you in advance for your cooperation.

14. Holidays

A Holiday Period Rate of \$10 per visit will be applied beginning one business day prior to the holiday and include the first business day after the holiday. The Thanksgiving Holiday Period commences the day before the holiday and ends the Monday after. The Christmas holiday begins the day before Christmas Eve through the first weekday after New Years Day.

A Major Holiday Rate of \$15 per visit will be applied to New Year's Eve, New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

15. Refunds

RCO Pet Care does not issue refunds of any kind. If you cancel services after making full payment, you will receive a credit to your account minus any applicable cancellation fees. Account credits expire after 12 months.



16. Late Payments

Failure to remit full payment at the first visit of the service period may remove your pet(s) from the schedule until payment is made.

Repeat incidents of late payments will require a credit card on file and/or upfront payment to secure services.

A flat \$25 late fee will be applied to any invoice 7 days overdue. Any outstanding balance is subject to a 20% late fee on the accrued outstanding balance every 30 days. Any balance outstanding after 90 days will be turned over to a collection agency or suit filed in Small Claims Court.

All accrued late fees, collection fees and/or court filing fees will be added to the outstanding balance and are to be paid by client.

17. Third-Party Liability Waiver

If a third party (including but not limited to friends, family and neighbors) cares for your pets or home at any point during the service period with RCO Pet Care, we will not be liable for anything other than negligence proven to occur during the GPS verified timestamps provided for each pet care visit. This includes, but is not limited to pet injuries, property damage, incorrect feeding or medication administration, stolen property, unlocked doors or lost keys (unless keys are fully in control of RCO Pet Care).

It is the client's responsibility to provide RCO with any pertinent contact information for third-party care providers for emergency use. A third-party care log must be filled out at each visit to aid in communication regarding feedings, medications, bowel movements, etc. with the third-party caregiver. This log will be provided at RCO Pet Care's first visit. If third party care givers do not show up as promised, RCO will not be held responsible for resulting injury or illness due to their lack of care.

18. Severe Weather

In severe weather conditions, we do our very best to ensure that your pet is cared for as scheduled. However, during winter pet sitting, when very severe weather



may cause travel to be dangerous or roads to be impassable, RCO Pet Care will call your emergency contact or neighbor to check in on your pets. This should be a person close enough to walk to your home if roads are impassable (for example, a neighbor).

If we are physically unable to drive to your home this information is needed so that we can contact them to request their assistance to check on your pet(s) until it is safe for us to do so. It is the client's responsibility to ensure that RCO has updated emergency contact information, which should also include a close neighbor, during the winter months. Update your emergency contact information by November 15th annually. Any visits cancelled by RCO Pet Care due to weather will be credited to your RCO account for use toward future services.

The client is responsible for removal of all snow & ice removal on their property. For the safety of your pets and sitter, please be sure to make arrangements for your driveway, sidewalks/paths and any entrances to be cleared of snow and ice. You will be notified if RCO cannot safely access your driveway or walkways. Upon your next scheduled visit, we will again attempt to gain safe access to your home and pet.

RCO Pet Care will not leave pets outside during below freezing temperatures.

19. Use Of Aversive Tools

RCO Pet Care provides only positive reinforcement based methods of training and handling pets as recommended by experts such as the American Veterinary Medical Association (AVMA) and American Veterinary Society of Animal Behavior (AVSAB). We will not use tools that modify behavior using punishment such as prong collars, choke collars and remote collars. We are happy to discuss alternative solutions to be utilized during our services.

20. Invisible Fences/Unsupervised Outdoor Access

The use of invisible fences is at the risk of the client. RCO Pet Care is not responsible for any injury, loss, or death of your pet that results from us being instructed to use an invisible fence. NO pets will be left unsupervised by RCO between visits in an invisible fence or tied in the yard. If friends or neighbors visiting your pet leave your pet in an invisible fence or tied in your yard RCO is NOT



responsible for any injury, loss, or death of your pet that may occur. RCO Pet Care is NOT responsible for any injury, loss, or death of your pet that may occur if a doggy door is used.

21. Your Satisfaction

If you are not completely satisfied with our service, please let us know immediately so we can address the issue and remedy the situation in a timely fashion.

If you were provided great service, it is appropriate, and very much appreciated, to tip your pet care provider for their service and dedication to your pets. This is only a suggestion and never required! 100% of tips go directly to your Pet Care Specialist(s).

22. Privacy Policy

RCO Pet Care will not share your personal information with third party vendors for any purpose. We collect your name, address, phone numbers, email addresses, payment information, and home/pet information for the sole purpose of providing quality pet care for you. This information is maintained in a secure location.



Service Agreement

1. Overview. Client, identified below, enters into this agreement with RCO Services LLC, dba RCO Pet Care, its agents, affiliates, contractors, representatives, assistants, and/or associates, hereinafter referred to as "RCO". The contents of this agreement apply to the initial period of time during which services will be rendered, hereinafter referred to as "Service Period" as well as to any subsequent Service Periods in the future. Details of the services to be provided are expressed separately -- in writing, orally or both -- and may be changed from time to time upon Client notification and RCO subsequent acknowledgment and agreement. Costs of services are based upon RCO published rates and fees, which are available for Client's review, and they are subject to change without notice.

2. Confirmation of Service Period. Once a Service Period is reserved and paid in full, it is the Client's responsibility to notify RCO of necessary changes during the Service Period. Changes less than two weeks prior to the Service Period may not be guaranteed or result in a cancellation fee.

3. Extension of Service Period. In the event of a delay in the Client's return, Client must contact RCO at earliest opportunity. If RCO does not hear from Client by the anticipated return date and time, Service Period will be automatically extended to ensure ongoing care of Client's pets for a maximum of seventy-two (72) hours. If no contact is made to RCO within seventy-two (72) hours, RCO reserves the right to surrender animal to the pre-specified Emergency Contact and close the Service Period. Any additional service charges are the sole responsibility of the Client and are due and payable upon Client's return.

4. Food and Supplies. Client agrees to provide an adequate amount of food and/or other supplies or obtainable, in good condition. Client understands that depletion of such food and/or other supplies would result in RCO replenishment with the same or a reasonable substitute in a reasonable quantity at Client's expense, plus applicable errand surcharges.

5. Administration of Medications. RCO will administer oral medications, in food, as outlined by Client. Client assumes full responsibility in instructing RCO employees on the appropriate method of administering any necessary injectable medications to Client's pet. Client agrees to indemnify and hold harmless RCO and its employees



for any injury or death sustained by Client's pet(s) from the administration of said injectable medications.

6. Pet Health. RCO will not provide service for any pet that has any form of active contagious illness or disease. RCO requires that all pets have the necessary vaccinations and immunizations required by law before service begins. RCO requires a copy of current Rabies Certificate for all dogs and cats old enough to receive the inoculation.

7. Property Damage. Client is responsible for all damage to RCO owners' property caused by Client's pet(s) during the Service Period (boarding clients).

8. Personal Injury. Client assumes all responsibility for injuries and disabilities sustained by RCO owners or employees caused by Client's pets and/or home, including, but not limited to, bites, scratches, contagious diseases, mauls, hazards, etc. RCO does not provide service for aggressive animals or those which have bitten previously. If Client misrepresents an animal's behavior or history of aggression or fear biting, Client places RCO at substantial risk and may be liable for significant punitive damages. If any of Client's pets exhibit signs or acts of aggression or fear biting after Client enters this agreement, Client is obligated to notify RCO of the incident(s) (a) at once if a Service Period is pending, or (b) upon requesting future service. RCO's decision to provide care to an animal(s) following Client disclosure of unsatisfactory animal behavior does not indemnify Client from claims resulting from such animal(s). If RCO takes pet(s) off Client's premises to fulfill contracted services or for reason of emergency, Client agrees to indemnify and hold harmless RCO for any injury or damage which may be caused to others by the actions of Client's pet(s), or to Client's pet(s) caused by the actions of other animal(s), including, but not limited to, loose or stray dogs.

9. Loss of Animal(s). RCO strongly encourages Client to maintain legible and accurate identification on pet(s), even if the pet(s) is not normally provided access to the outdoors. Client should ensure that any animal(s), which may be quick to spring from the premises upon the opening of a door or gate, is additionally restrained from exit (i.e. crate, internal door, baby gate, etc.). If Client fails to comply with such reasonable and prudent precautions, then client agrees to indemnify and hold harmless RCO from the loss of such pet(s).



10. Urgent Animal Care. In case of an illness or injury RCO will make every reasonable effort to reach Client and/or Client's pre-specified Emergency Contact prior to securing treatment for Client's pet(s). If RCO believes the illness or injury will threaten Client's pets; lives or quality of life, RCO will make every reasonable attempt to secure prompt treatment for Client's pet at Client's primary veterinary clinic. Client authorizes RCO to obtain emergency first aid and/or medical/surgical treatment to Client's pet(s) at their primary veterinary clinic during the Service Period, and Client agrees to be solely responsible for all expenses incurred resulting from such effort, even if unsuccessful.

Due to the nature and urgency of some types of pet health emergencies, where time is of the essence, RCO will use the closest veterinary clinic available which may not be the Client's primary veterinary clinic, and Client agrees to be solely responsible for all expenses incurred resulting from such effort, even if unsuccessful.

In some instances, there may not be time to consult with Client or Client's specified Emergency Contact before action is taken; however, RCO will make every reasonable effort to reach Client and/or Client's pre-specified Emergency Contact when RCO considers it safe and/or appropriate to do so.

11. Discretionary license. If RCO determines, at its sole discretion, that it is unsafe to approach Client's pet or if damages or injuries occur during the Service Period, RCO reserves the right to close the Service Period prior to its scheduled closure and/or secure one or more pets in any manner necessary, including, but not limited to, crating, tethering, confining, off-site boarding, off-site kenneling, or off-site sheltering, at Client's expense.

12. Pet Photos/Videos. RCO may use photos or videos of Clients' pet(s) for advertising purposes on our website, social media, emails, or printed advertisement. If Client does NOT wish their pets' photos and or videos to be used please notify RCO via email, prior to the start of service, at woof@rcopetcare.com.

13. Attorney Fees. If Client commences any legal proceeding under this Agreement, and RCO prevails, then RCO shall be entitled to recover its reasonable attorneys' fees and costs incurred.