



Here2bhelpful Concierge Services Policies and Procedures

Pet comfort and safety and security of your home, are the cornerstones of Here2bhelpful Concierge Services, Here2bhelpful Concierge Services provides at home pet care while owners are away or for owners who need a helping hand. Whether you go on holiday, a business trip, need a visit to walk, feed, cuddle, or medicate your pet; Here2bhelpful Concierge Services can do it when you cannot. All our services are provided in a reliable, trustworthy, and caring manner. Please note that Policies and Procedures are subject to reasonable changes and amendments may be implemented from time to time.

Bookings: Please plan ahead to obtain services on the dates you desire. An in-home consultation is required prior to bookings for all new clients. While we can tentatively pencil in your dates, we must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. During this initial meeting we will also review and complete forms and sign agreements. Please have client and pet profiles completed for this initial consultation if you received a Welcome Kit in advance. You may also download the forms at www.here2bhelpful.com.au

Keys: Here2bhelpful Concierge Services will pick up your house key (for a small fee) or client can drop off at carer's house when service agreement is signed. If you are not already doing so, consider letting Here2bhelpful Concierge Services retain your house key. In the event of an unexpected trip, you'll be glad you did. Keys are kept in a secure system and are coded for customer's confidentiality. If you choose not to have Here2bhelpful Concierge Services retain a key, picking up and returning your keys requires two extra trips and there will be a \$5.00 charge per trip for time and kms.

Extended Absence: In the event you have to be away longer than planned it is mandatory that we hear from you! We will only accept extensions of service by direct confirmation, so again, be sure you speak personally with a here2bhelpful concierge or that we reply to email you send. Your pets' well-being depends on our communication!

"Hi, we're home" Text Please remembers to text when you have returned home safely! Otherwise, here2bhelpful concierge service will need to continue visiting to assure the safety and well-being of your pets. Additional trips will be added to your bill at the regular rate. Please text at ANY hour or leave a voice message that you have returned.

Cancellations – Pet Sitting: Cancellations may be made up to 48 hours in advance of your scheduled service. Any deposit will be credited to your account. If cancelling less than 48 hours prior to the first visit of your scheduled service period, a fee of 25% of the total service fee is applied. Any remaining balance of fees paid will be credited to your account. If you are home during a scheduled visit and neglect or forget to cancel and your sitter arrives at your home, the full price of the service will be charged. Any visits cancelled on the day of service will be charged in full. If you cancel any part of your scheduled reservation, such as ending the reservation early, you are responsible for the entire initial reservation fee. No refunds or credits will be issued.

Holiday Surcharge: We can accommodate holiday pet sitting .There is an additional fee of \$5 for public holidays with the exception of Christmas day and Easter Sunday which incur an extra \$25.00 fee.

Holiday bookings fill up quickly so make your reservations early. Cancellation policies apply as outlined above.



Payment – Pet Sitting: Fees are earned upon acceptance of Pet Sitting reservations. A deposit of 50% of total is due when request for services is confirmed by Here2bhelpful Concierge Services. Balance is due at the time of or prior to the first visit of that scheduled service. Accepted methods of payment are cash or direct bank deposit. Unpaid invoices will incur a late fee.

Unplanned fees: Client will reimburse Here2bhelpful Concierge Services for restocking of depleted supplies – it is the owner’s responsibility to provide more than adequate amounts of food, litter, treats, medications, flea products and other items needed for complete care of their pets.

Past Due Accounts: Any fees more than 60 days past due will be sent for collections. Client is responsible for all costs of collection.

Here2bhelpful Concierge Services reserves the right to deny service or terminate service because of safety concerns, financial issues, or inappropriate or uncomfortable circumstances.

Visitors: Please notify Here2bhelpful Concierge Services if others (cleaners, pest control service, real estate agents, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Here2bhelpful Concierge Services -services have been engaged.

Here2bhelpful Concierge Services, company owner, employees/subcontractors, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbours, relatives or other service persons, that shall enter your residence for any purpose while Here2bhelpful Concierge Services is caring for your pets.

Emergencies: Everyone has them! Feel free to call if an unexpected need arises; we will make every attempt to accommodate your needs for service on short notice depending on our availability.

Here2bhelpful Concierge Services networks with other area pet sitters for this reason and if we can’t fulfil your emergency pet care needs we will try to help you contact a competent professional pet care provider who can.

Unsecured pets: Here2bhelpful Concierge Services will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard for their own safety and welfare in your absence.

It is the pet owner’s sole responsibility to “pet-proof” any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

I have read and agree to the above.

Client Signature:

Here2bhelpful Concierge Services

Date _____

Date _____

here2bhelpful
Concierge Services

- Specialising in*
- Social Media • Pet Sits
 - Elder Care • Errands
 - Baby Concierge
- And Much More!*

