



Policies and Procedures

1. **Scheduling and Visit times:** We strive to accommodate the needs of your pet. Traveling Animal Nurse (TAN) provides a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.
2. **Reservations:** It is best to plan in advance in order to obtain services on the dates you desire. An in-home getting acquainted meeting is required, prior to reservations, for all new clients.
3. **Holidays:** There is an additional \$10 holiday surcharge per night or day during the peak holiday period (day of holiday, day before, and day after for these holidays: Memorial Weekend, July 4th, Labor Day, Thanksgiving, Christmas, New Years. A deposit of \$100 is required at time of booking to reserve your spot. Balance due prior to departure. With the exception of severe weather, life threatening emergencies or a death in the family, there will be no credits or refunds for cancellations or early arrival home during holidays.
4. **Early Returns/Last minute Changes:** TAN carefully schedules our time to serve you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care.
5. **Cancellations:** One week notification — full refund. Less than 7 days notification — you will be charged for half the estimated service fees.
6. **Emergency:** Please advise TAN on the arrangements in the event of emergency at home (fire, natural disaster, etc). List provisions you have left in place for your pets.
We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing them as guardian(s) of your pet(s).
In the event of an emergency, which incapacitates me, I authorize Traveling Nurse (TAN) to turn my pet(s) over to:
Name _____ Relationship _____
Home Phone _____ Mobile Phone _____
Address _____
7. **Vaccines:** TAN requires that all pets have the necessary vaccinations and immunizations before service begins. Health and safety of all our animal friends is most important in our minds.
Please bring us a print out (or send us an email at travelinganimalnurse@gmail.com) with records from a licensed veterinarian stating the current vaccination as follows.
Bordetella given within 1 year
Rabies current (per law in state)
Distemper/Parvo Current, We will accept the 3 year vaccine protocol given after 1 year of age.
8. **Additional Pet Care Assistance and Other Scheduled Services:** TAN does not accept liability for other persons who will be in your home prior to, during, or immediately after our services have been rendered. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbors. It is understood that the client will notify anyone with access to the home that the services of TAN have been engaged. If we arrive and find things out of place or a stranger in your home, we are going to call the police first and ask questions later.
9. **Security:** Make sure all doors and windows are locked before leaving, including garage and basement areas. Don't hide your house key outside the door, under doormats, in flowerpots, etc.

10. **Collars/Leashes:** Please provide secure collars with appropriate tags for all visits. All dogs will be walked on leashes.
11. **Other dogs:** We will do our best to keep interaction with stray or strange dogs to a minimum.
12. **House Cleanliness:** TAN will clean up after your pets to the best of our ability. We request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags.
13. **Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-75°F). If the house temperature is outside of this range, TAN will adjust the thermostat to ensure the health and comfort of your pets.
14. **Payment:** TAN accepts cash, checks, or debit/credit card payments through our online billing system. Entire balance due upon receipt of invoice. Checks should be made payable to Traveling Animal Nurse.
15. **Keys:** TAN will obtain 1 to 2 copies of your house key during the Get Acquainted Meeting; test all keys before placing them with pet care the provider (outside lock boxes are recommended). One key will be held by the pet care provider. The other key will be coded for security and kept separately to be used only in the case of an emergency or lockout. We do not accept garage door openers in lieu of keys due to the damages of a lockout caused by power outage. It is recommended that your keys remain in TAN custody for convenience in future use of our service. Your keys will be kept in a secured lock system and are coded for your protection. This eliminates the unnecessary expense of a trip fee.
16. **Key Pick-up/Drop-off:** If you choose not to have TAN retain your keys, key pick-up or drop-off: TAN will charge \$10.00 should we have to return a second time to collect a key. Keys will be returned in person or by mail at your request within 5 days of a verbal request, barring holiday periods. A travel fee may be charged if more than 12 miles round trip is required. We will not leave the key at the last visit in case of emergency or delay in return. There is no charge to have your key returned via mail delivery. I request that TAN retain my keys for future services. Initials_____

I, _____ have read, understand and agree to the policies and guidelines of the Traveling Animal Nurse (TAN). I further understand that a copy of this form will be kept on file for documentation purposes.

Client Signature

Date

Traveling Animal Nurse, LLC
Draper, UT
(801) 618-0803