

Big Sky Nanny - Pet Sitting and House-Sitting Terms & Policies

Please Read Carefully!! By placing an order with Big Sky Nanny for any of our services, you agree to accept our Terms, Conditions, and Policies

Big Sky Nanny, LLC does not employ any care provider or care seeker nor is it responsible for the conduct of any care provider or care seeker. Each individual is solely responsible for selecting an appropriate care provider or care seeker for themselves or their families and for complying with all applicable laws in connection with any employment relationship they establish.

Membership Packages for Daily Pet Sitting and Drop-in House Sitting

1. Big Sky Nanny offers our members several package options so families can choose the number of pet sitting and house-sitting requests they anticipate needing each month
 - a. **Silver Package** – includes 5 pet sitting/house-sitting requests each month
 - b. **Gold Package** – includes 10 pet sitting/house-sitting requests each month
 - c. **Platinum Package** – includes 15 pet sitting/house-sitting requests each month
 - d. **Rainbow Package** – includes 20 pet sitting/drop-in house-sitting requests each month
2. A membership package goes into effect the day it is purchased and will renew on the same day each following month unless and until it is canceled by the member.
3. Members may cancel their membership at any time. Once canceled, the member will be able to use any remaining pet sitting requests available on their account for the current billing month.
4. Members can upgrade their membership package or add additional one-time requests to their account at any time. If the membership is upgraded to a higher package, the membership will renew at that package rate the following month unless changed to a lower package level prior to the renewal date.
5. If a member upgrades their membership package prior to using all of the requests in their current package before upgrading, the remaining requests in their current package will not carry over to the new membership package.
6. Unused pet sitting/house-sitting requests do not roll over into the next month. Members are not refunded for unused pet sitting/house-sitting requests.
7. Members must request sitters by logging into their personal account on Big Sky Nanny's website and completing the Pet Sitting/House-Sitting Request Form. It is the member's responsibility to ensure dates, times, location, and details are accurate on each request.
8. If a pet sitting/house-sitting request is made and accepted by one of our pet sitters/house-sitters and the member cancels the booking within less than 24 hours of the scheduled booking, the member will be required to pay the pet sitter/house-sitters for half of the requested time.
9. A canceled request within less than 24 hours' notice prior to the booking will count as a pet sitting/house-sitting request in the member's membership package and will not be refunded to their account

10. Holiday hourly rates paid to the pet sitting/house-sitting still apply with our membership packages. (See Holiday Rates below)
11. We cannot guarantee every pet sitting/house-sitting request will be accepted by one of our pet sitters/house-sitters. We will limit the number of available memberships in our pet sitting/house-sitting program to ensure we have enough sitters to fill the pet sitting/house-sitting requests of our members. However, there may be times requests are not accepted. If we are unable to fulfill a family's request due to sitter availability, we will refund the request to the member's account.

One Time Pet Sitting/Drop-In House-Sitting Request

1. One time pet sitting/house-sitting requests may be purchased on our website without purchasing a membership package. One time pet sitting/house-sitting requests will be charged a one-time fee for the request and will not be automatically charged the following month.
2. One time pet sitting/house-sitting requests may be made in addition to a membership package if a member requires additional pet sitting/house-sitting placements after using all of the requests in a membership package.
3. One time pet sitting/house-sitting requests must be made by completing the One Time Pet Sitting/Drop-In House-Sitting Request form on our website or by contacting Big Sky Nanny to arrange a placement if your needs meet special circumstances (short-notice requests, care needed outside of Missoula, etc.)
4. It is the pet parent's/house owner's responsibility to ensure the date, time, location, and details of the request are complete and accurate when requesting a one-time pet sitting/drop-in house-sitting placement.
5. If a one-time sitting request is made and is not accepted by one of our sitters, Big Sky Nanny will refund the one-time pet sitter/house-sitter request fee.
6. If a pet sitting/drop-in house-sitting request is made with less than 24 hours' notice of when service is needed, there will be an additional \$15 service fee added onto the booking fee. This fee is non-refundable and will not be returned if we are unable to find an available sitter to fill the short-notice request.
7. Once a one-time pet sitting/drop-in house-sitting request is accepted by a pet sitter/house-sitter, the family may only cancel the request within 24 hours of the request being accepted to be eligible for a fee refund. After 24 hours, the one-time request fee is non-refundable if canceled for any reason by the family.
8. If a pet sitting/house-sitting request is made and accepted by one of our pet sitter/house-sitters and the family cancels the booking within less than 24 hours of the scheduled request, the family will be required to pay the pet sitter/house-sitter for half of the requested time. The one-time pet sitting/house-sitting request fee will not be refunded.
9. Holiday rates paid to the pet sitter/house-sitter apply to one time booking requests. (See Holiday Rates below)
10. We cannot guarantee every pet sitting/house-sitting request will be accepted by one of our pet sitter/house-sitter.

Rates for Pet Sitting/Drop-In House-Sitting

Applies to Membership Accounts and One Time Pet Sitting/Drop-In House-Sitting Requests

1. Big Sky Nanny offers only the best pet sitters/house-sitters in the area to our members. Our pet sitters/house-sitters have had background checks, reference checks, and have been screened to ensure they will offer our members superior pet and house-sitting care. Because we know our pet sitters/house-sitters will go above and beyond, we require our members to pay a minimum rate paid directly to the pet sitter/house-sitter.
 - a. **15-minute Drop-Ins - \$15** (This is best for food check, water check and a little play time, one dog or cat)
 - b. **30-minute Drops-Ins - \$25** (This is best for more playtime and a little bit of extra attention, can include a short walk around the neighborhood)
 - c. **60-minute Drop-Ins- \$40** (This is best for a good walk around the neighborhood, play time, and if you have multiple animals)
2. Our pet sitters/house-sitters must be paid directly by cash, check, or Venmo. Because of the nature of this type of care we ask that payment be left for the pet-sitter or paid via Venmo within an hour of service. If the same sitter has accepted more than one request with a family on different days, payment is required each day.
3. If the pet sitter is needed longer than the time requested, she/he must be paid for the extra time at \$15 per 15-minute intervals.
4. We allow and encourage our members to offer additional pay to the pet sitters/house-sitters if they would like to.

Holiday Rates

Pet sitting/ drop-in house-sitting requests made for any of the following holidays will require an additional \$5.00 per request to be added to the standard rate required for the request. As with all of our sitting requests, holiday requests are not guaranteed to be accepted but we will always do our best!

- ❖ New Year's Day
- ❖ Valentine's Day (evening)
- ❖ Easter
- ❖ Mother's Day
- ❖ Memorial Day
- ❖ Father's Day
- ❖ 4th of July
- ❖ Labor Day
- ❖ Thanksgiving Day
- ❖ Christmas Eve
- ❖ Christmas Day
- ❖ New Year's Eve (evening)

Overnight Pet Sitting/House-Sitting Request

1. Overnight pet sitting/house-sitting requests may be purchased on our website without purchasing a membership package. Overnight pet sitting/house-sitting requests will be charged a one-time fee for the request and will not be automatically renewed the following month. Fees will be based on the number of nights.
2. Overnight pet sitting/house-sitting requests must be made by completing the Overnight Pet sitting/House-sitting Request form on our website or by contacting Big Sky Nanny to arrange a placement if your needs meet include special circumstances. (Extended stays, outside of Missoula, etc.)
3. It is the pet parent's/house owner's responsibility to ensure the date, time, location, and details of the request are complete and accurate when requesting overnight pet sitting/house-sitting placement.
4. If an overnight sitting request is made and is not accepted by one of our sitters, Big Sky Nanny will refund the one-time pet sitter/house-sitter request fee.
5. If an overnight pet sitting/house-sitting request is made with less than 24 hours' notice of when service is needed, there will be an additional \$50 service fee added onto the booking fee. This fee is non-refundable and will not be returned if we are unable to find an available sitter to fill the short-notice request.
6. Once an overnight pet sitting/house-sitting request is accepted by a pet sitter/house-sitter, the family may only cancel the request within 24 hours of the request being accepted to be eligible for a fee refund. After 24 hours, the overnight request fee is non-refundable if canceled for any reason by the family.
7. If a pet sitting/house-sitting request is made and accepted by one of our pet sitter/house-sitters and the family cancels the booking within less than 24 hours of the requested booking, the family will be required to pay the pet sitter/house-sitter for half of the requested time. The overnight pet sitting/house-sitting request fee will not be refunded.
8. Holiday rates do not apply to overnight pet sitting/house sitting services.
9. We cannot guarantee every pet sitting/house-sitting request will be accepted by one of our pet sitter/house-sitter.

Rates for Overnight Pet Sitting/House-Sitting

1. Big Sky Nanny offers only the best pet sitters/house-sitters in the area to our members. Our pet sitters/house-sitters have had background checks, reference checks, and have been screened to ensure they will offer our members superior pet and house care. Because we know our pet sitters/house-sitters will go above and beyond, we require our members to pay a minimum rate paid directly to the pet sitter/house-sitter.
 - a. **House Sitting Only (no pets) -\$35/night**
 - b. **Pet and House Sitting -\$50/night**
2. Our pet sitters/house-sitters must be paid directly by cash, check, or Venmo payment for the total overnight stays requested. This payment is required at the end of the stay.
3. In the event that the overnight stays are fewer than requested, the client is required to pay for the entire time initially requested.

4. If pet sitter/house sitter is needed for additional nights, she/he must be paid for the extra time at the standard rate plus an additional \$25/night for the extended time needed. Extended stays cannot be guaranteed.
5. We allow and encourage our members to offer additional pay to the pet sitters/house-sitters if they would like to.

Short-Notice Care

If a pet sitting/house-sitting request is made with less than 24-hours' notice prior to needing a pet sitter/house-sitter, Big Sky Nanny will charge an additional \$10 fee to members and \$15 fee to non-members for last minute requests.

Travel Fees

If a pet sitting request is made for a location outside of Missoula city limits, there will be an additional fee paid directly to the pet sitter to cover the cost of the trip. Please contact Big Sky Nanny to request care outside of Missoula.

Requesting a Pet Sitter/House-Sitter

Members must only request a pet sitter/house-sitter by logging into their account on Big Sky Nanny's website and completing a request form. Members may NOT contact our sitters directly to request their services or ask about availability. If you would like to request a specific pet sitter/house-sitter, members may contact Big Sky Nanny with the request information and their preferred sitter and we will see if she/he is available prior to sending your request to the rest of our pet sitters/house sitters to review. If a member contacts one of our sitters directly without going through our system, their membership will be canceled immediately. Pet Sitters/House-Sitters will be terminated from our program if they accept positions directly from members.

Membership Cancellation

Big Sky Nanny may cancel a membership for any reason, including but not limited to:

1. If a family does not pay their pet sitter/house-sitter the full amount due at the time of the service.
 - a. If a sitter notifies Big Sky Nanny that they were not paid the full amount due after a job, we will contact the family and try to resolve the situation. If payment is still not provided, the membership will be canceled.
 - b. If there are any questions regarding pay expectations, please contact us - we are happy to help!
2. If we learn of any issues one of our sitters' experiences that would make us uncomfortable filling a future request with a family
3. If a member contacts any of the sitters in our pet sitter/house-sitters program to ask about availability and/or tries to request a sitter without using our online request system, the member will be notified that their membership has been canceled.