

Deposit Policy – Evs' Pet Care

To secure your pet care reservation and ensure availability, Evs' Pet Care requires a deposit for certain services. This policy helps us plan and allocate our time effectively for all our valued clients.

When a Deposit is Required:

A deposit is required for the following services:

- Overnight stays or extended bookings (2+ days)\Holiday bookings (e.g., Thanksgiving, Christmas, New Year's, etc.)
- New client bookings over \$100
- Any customized or special care packages

Deposit Amount:

- A **50% deposit** of the total service cost is required at the time of booking.
- The remaining balance is due on or before the first day of service.
- If you need to reschedule, the deposit may be applied to a new date.

How to Pay:

Deposits can be paid via Zelle, Apple Pay, PayPal, or Venmo. Payment instructions will be provided upon booking.

Refunds & Cancellations:

All deposits are non-refundable. The purpose of the deposit is to secure your reservation and block off that time specifically for your booking. Cancellations result in lost opportunities for other clients, and as such, deposits will not be returned.

Rescheduling:

If you need to reschedule, the deposit may be applied to a new date.

Failure to Pay Deposit:

No appointment is considered confirmed until the deposit is received. We do not hold time slots without a deposit. Appointments may be offered to other clients if payment is not made in a timely manner.