

Policies & Standard Operating Procedures:

- **Transparency:** Please be upfront and detailed about your pet's experiences, including but not limited to; your pet's bite history, medical ailments or surgeries, if they're a known escape artist, if they have suffered from abuse/neglect, etc. I want to make sure that extra safety measures are in place for your dog and their immediate environment.
- **Deposits:** The Pet Advocate, Ltd. accepts cash for services rendered. A 50% deposit is required for pet sitting services and is non-refundable. If booking care during high-peak/holiday date ranges, a 100% deposit will apply to book. Deposits are not required for single drop-in visits or walks, but payment in full is due the day of service.
- **Holiday Fees:** Individual visits scheduled on a holiday or during a high-peak date range, are subject to \$10 fee. Pet sitting or housesitting on a holiday or during a high-peak date range, are subject to a \$25/day fee. This charge applies on the following dates: 1/13-16, 2/14-18, 3/17-31, 4/18-20, 5/23-31, 6/29-7/6, 8/29-9/5, 11/20-11/30, and 12/19-1/1.
- **Cancellation Policy:** If giving less than 24-hours notice of cancellation for a scheduled walk, drop-in, daycare, or maintenance services, the full visit cost is due. If cancelling before the 24-hour window, only a \$5 cancellation fee will apply. Deposits for pet sitting or housesitting services are non-refundable in the event of cancellation and no credits will be applied to your account in this case.
- **Hazard Pay:** May be added to your bill for the following but are not limited to; difficult to work with pets, pets with a bite history, for aggression, extra clean up, etc.. and is due within 24 hours of completed service(s). If your pet is too difficult to walk, your care provider will let you know, and any future walks will be canceled.
- **Walk Policy:** Dogs are walked separately so that safety can be prioritized and individual training goals can be achieved. The only exception; excellent walking skills and no reactivity.
- **Home Access:** A set of (2) keys to access your home must be kept on file with TPA or secured to a lockbox on your property. During services, no other persons may have access to the home including but not limited to cleaning services, family members, or other care providers.
- **A meet & greet consultation,** proof of current rabies certificates for every animal in the home, and a signed agreement and veterinary release is required to make a booking. After the requirements have been fulfilled, care can be booked with a non-refundable deposit in place. The balance for services is due the day service starts.

Services, rates, and policies are subject to change.