

Boarding and Daycare Policies and Fees

Cancellation Policy: Because of space limitations, Boarding and Daycare will incur a **30% fee** of the entirety of the booking previously scheduled if canceled within **72 hours** of the start of a scheduled stay.

Billing: We bill weekly and in arrears unless the client is paying with *cash, check or electronic transfer (i.e. Zelle)*. If the client is paying with *cash, check or electronic transfer*, payment must be made one week before services are rendered to reserve that service.

We also offer an autopay option. If the client enrolls in autopay and links a payment method such as a debit or credit card to their Time to Pet account, payment will be taken off of the approved card the morning after the last day of the last service rendered for that week or invoice. If the client does not choose to enroll in autopay, then it is expected that they will log in to their Time to Pet client portal and pay the remaining balance on their invoice in a timely manner (within 2 business days) after services are completed for that invoice.

Boarding Safety: All pets we board must have up to date vaccinations uploaded to their Time to Pet account before they begin boarding. **Pets must be housebroken** and able to get along well with others. It is preferred that pets be kennel trained in the case that a timed separation is needed to ease tensions in the household. Intact females may be permitted to board unless they are within 4 weeks of being in heat. Our pet care providers are trained in animal CPR and first aid, but if your pet has a history of seizures or other neurological/cardiac issues those will need to be disclosed so correct care may be issued in the event of a medical emergency.

Daycare is \$50 for one pet and \$25 for any additional pets from the same household for up to 9 hours of care. If more than 9 hours of care is needed, each additional hour of care provided incurs a flat fee of **\$10 per household**.

After Hours: Hours of operation for clients to pick up and drop off their pets are **6 am to 8 pm**. If clients are not able to pick up their pets prior to 8pm or need to drop them off before 6 am they will incur a **fee of \$15 per instance**. We are also able to transport pets to and from their homes for an **additional \$15 per instance** outside of operational hours, provided we

can readily access the home. If pets are able to be transported home during the boarding operation hours listed above, only the \$15 transportation fee will be applied to the client's invoice. Please check with your pet care provider for transportation availability.

Half Days: Overnight Boarding is eligible for **50% off** on the *first* and *last* day of a scheduled booking if the pet is able to begin boarding after 12 pm on the first day and picked up before 12 pm on the last day. If the pet is not dropped off or picked up within those time parameters, *that day is no longer eligible for a 50% discount and will be charged at full price.*

Switching between House Sitting and Boarding/Daycare Services: If a client has previously scheduled an overnight Boarding or Daycare service and elects to change the booking to an in-home house sitting within the cancellation period listed above for the boarding service, the **30% cancellation fee** will be applied to the original boarding invoice and the client will be charged regular price separately for the house sitting service. If a client elects to switch their previously scheduled in-home house sitting service to overnight Boarding or Daycare within the one week cancellation policy, the **30% cancellation fee** will be applied to the original house sitting invoice and the client will be charged regular price separately for the boarding service.

New Clients and Referrals: New clients will receive 20% off for their first month of services. The discounted month begins on the first day of the first service scheduled. Clients who successfully refer others will receive 20% off for one month of services as well. That discounted month will begin on the day the next service is scheduled only after the new referred client has been successfully onboarded and has booked upcoming services for themselves. The 20% discount is not able to overlap with any other discount. If the client is already receiving a discount, the additional 20% will be issued for the next month of services.