

In-Home Service Policies and Fees

Cancellation Policy: Any service canceled **within 24 hours** of its scheduled start time will incur a cancellation fee of **30% of the service cost**. Additionally, in-home house sitting will also incur a **30% cancellation fee** of the entirety of the scheduled service if that service is canceled by the client **within 168 hours (one week)** of the scheduled start of the house sitting.

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 any of these forms of payment, payment must be made one week before services are rendered to reserve the pet care provider for 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.

Half Days: Overnight house sitting services are eligible for 50% off on the *first* and *last* day of the scheduled booking if the pet care provider is able to arrive at the home after 12 pm the first day and leave before 12 pm on the last day. If a pet care provider is requested to arrive anytime outside of these parameters, *that day is no longer eligible for discount and will be charged at full price.*

House Sitting Hours: Pet care providers require the ability to leave the home for up to 5 hours at a time to service other clients during a scheduled house sitting. Providers will strive to spend the free time they do have with the pets that they care for during a scheduled house sit, but because schedules are subject to change based on other clients' needs, we do not guarantee a certain amount of time spent at the home throughout the day. Please speak to your pet care provider about their availability during the scheduled house sit to better understand how much time they will be spending in the home. The provider will do their best to accommodate any requests, but reserves the right to stick to the company policy.

listed above. If the client cancels a service because of provider availability outside of the policy listed above during their scheduled house sit days, the 30% cancellation fee will be applied to the client's account.

Switching between House Sitting and Boarding/Daycare Services: If a client has previously scheduled an in-home house sitting service and elects to change the booking to an overnight Boarding or Daycare within the cancellation period listed above for house sitting, 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. If a client elects to switch their previously scheduled overnight Boarding or Daycare service to in-home house sitting within the 72 hour cancellation period for boarding, the 30% cancellation fee will be applied to the original boarding invoice and the client will be charged regular price separately for the in-home service.

House Sitting Cleanliness: Pet care providers will strive to leave the home in the same condition (or better) than before they arrived at a scheduled house sit. Please speak to your pet care provider to request any specific housekeeping tasks (i.e. take out trash, bring in mail, etc...) be completed during their stay. While providers do require the use of a microwave if one is present in the home and limited space in the refrigerator/freezer, please let your pet care provider know if they should not be in specific areas of your home or if they are not to use specific appliances during their stay (i.e. washer/dryer, dishwasher, stove, etc...)

Home Ineligibility: Homes that do not have reliable plumbing or electricity are not eligible for overnight house sitting services. If your home is ineligible for overnight services, please speak with your pet care provider to see about what other services are available for your pets.

New Clients and Referrals: New clients will receive 20% off their first month (30 calendar days) of services. The discounted month begins on the first day of the first scheduled service. Clients who successfully refer others will also receive 20% off for one month of services. 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.