



## Policies

### **In-Home Consultations**

In-Home Consultations are essential for a successful first-time pet sitting experience. The consultation gives us the opportunity to meet with you and your furry family, so we can get to know each other and learn the details of your pet's daily routine. During the session, we will also discuss how our services work, discuss any special requirements for your pet, and answer any questions you may have.

Keys will be picked up during the consultation. Please be sure you have two sets of keys available. The Consultation Fee is \$25, and non-refundable.

Consultations are performed as a screening process to ensure the services we provide match the needs of your pets. If we feel your pet would benefit from an alternative, we reserve the right to deny services.

### **Service Area**

Currently we serve the Denver Metro Area:

- North: Capitol Hill to Laredo Highline
- South: County Line from Southglenn to Centennial
- West: Kipling and Wadsworth, South to 470
- East: Sterling Hills/Cottonwood

If you fall outside of our service area, we may be able to travel for special cases. Prices are subject to change if traveling outside of our normal service radius. Contact Us with questions: [cathelp@petsittingcattrainer.com](mailto:cathelp@petsittingcattrainer.com)

### **Key Policy**

Clients are required to have two sets of keys ready during our in-home consultation, one set to retain, and one set for the pet sitter. If a key copy cannot be made, keys are to be kept in a lock box at your property. It is your responsibility to ensure your key situation is in place prior to contacting us for service. This includes providing your pet sitter with the appropriate gate, garage, and alarm codes.

Amazon has several lock box options available between \$12-\$30: [Purchase Lock Box on Amazon](#)

We currently accept various forms of keyless entry, provided there is a code, or link that the pet sitter has complete access to. We do not accept "remote entry" for access to your home. If using keyless entry, Client must provide alternate entry into the home in the event of a power failure.

Leasing Agents must be informed that Pandora's Pet Sitting will be entering your home prior to departure, to ensure access may be granted in the event of an emergency. Currently, we do not work with apartment complexes that require ID/keys picked up from the leasing office.

If the pet sitter is required to return to pick up or drop off keys, a \$25.00 service fee will be assessed that is non-refundable.



## **Scheduling**

Whether you are a new client or an existing client, we know you have a busy schedule, and we want to make your pet sitting booking experience as seamless as possible.

- Start by completing the [Customer Form](#), and emailing it to: [cathelp@petsittingcattrainer.com](mailto:cathelp@petsittingcattrainer.com)
- If you are a new client, schedule your [Pet Sitting In-Home Consultation](#).
- We will reach out to you within one business day to confirm and schedule your pet sitting services.
- After the consultation, we will send you a link to complete your order for services and checkout.
- Your pet sitting service is scheduled and finalized when you receive the confirmation email.

We cannot conduct business without digital consent from the Owner. Verbal consent is not an accepted form of scheduling or modifying visits. Schedule requests and booking changes are submitted by the client through email only and approved by Pandora's Pet Sitting staff during business hours. Please note: if you do not receive confirmation from us, your schedule has NOT been accepted.

## **Reservations and Cancellations**

New customer reservations require at least 5 days' notice prior to leaving on a trip, due to scheduling of the in-home consultation. The meet and greet is required to ensure our services are a good match for you and your furry family. Reservations made with less than 5 days' notice are subject to a \$25 late fee.

Existing customer reservations require at least 72 hours, or 3 days' notice prior to leaving on a trip. Reservations made with less than 3 days' notice are subject to a \$25 late fee.

Please notify Pandora's Pet Sitting of cancellations or early returns asap. Canceling service with less than 72 hours, or 3 days prior to scheduled service will be subject to a non-refundable \$25 service fee.

During major holidays, reservations are required at least 5 days before the holiday weekend to ensure service. If services are cancelled during a major holiday, there is a non-refundable service fee of \$75. Major holidays include New Years, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Years Eve.

## **Delayed Flights**

Your pet is our priority while you are away. If your travel itinerary changes, please let us know right away, so we can ensure your pet is cared for until you return. Extra fees will apply to prolonged visits or emergency pet care with less than 24 hours advance notice.

## **Privacy Policy**

Your privacy is very important to us. Your personal information is stored in our secure online database. Your credit card information is never seen by anyone other than you and is safeguarded and processed through GoDaddy and PayPal Payments using advanced security solutions.

We love to share our experiences and photos on our social media sites. If you would like to opt out of photo sharing, please notify us. We will never share your personal information for your protection.



## **Payment**

Payment is due in advance of services rendered by Pandora's Pet Sitting. A valid credit card must be provided to schedule services. Gratuity is always appreciated! If you love the service you received, you may leave a tip in your home for your sitter to pick up or, have it charged to your invoice.

## **Communication**

We believe in open and honest communication and believe wholeheartedly in keeping our clients updated on behavior changes while your pet(s) are in our professional care. We offer complimentary text message/email updates and photos so you know your pet(s) are in good hands.

However, please limit communication, including texts and emails during holidays, weekends, and peak care hours, unless it's an emergency, so we may provide your pet(s) with undivided attention and care they deserve.

All correspondence is handled through email during business hours, so please allow us time to return your request. Email is our preferred method of communication.

## **About Pandora's Pet Sitting**

Our mission is to provide safe and loving in-home pet sitting and medical care for your pets. We believe your animals deserve the best, and with decades of experience in animal health and feline behavior we can ensure your furry family is properly monitored, given their medications correctly, and in a timely manner.

We seek out continuing educational opportunities to gain a better understanding of the latest trends in cat, dog and small animal wellness and behavior. We are currently working on several certifications through Pet Sitters International as well as Fear Free Certification.