



Sit & Stay

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985-275-0884

Katie.SitandStay@gmail.com

December 5, 2018

To All **Sit & Stay** Clients:

Welcome to the end of 2018. This year has certainly flown by in a flash. The Summer has ended, the fall has passed, and the Holidays are in full swing. This years newsletter will address a few new changes, and also review some old policies.

First and always, thank you all for your continued and loyal business...the ability to love and care for your fur babies as if they were our own. Sit & Stay has been able to successfully grow over the past 6 years and is looking forward to many more years to come. With that said the next installment of the rewards program will begin.: January 1 - June 30, 2019 & July 1 - December 31, 2019. You will all see the Rewards card enclosed with this letter. Just like the previous installments, when you book 5 reservations with Sit & Stay within a 6 month period, you will earn a discount on your 6th booking. I will send out new cards annually so you can use the rewards program to your benefit. There are few things to clarify for the program: If you are a weekly or monthly client, I will automatically deduct your loyalty rewards on your invoice.

Sit & Stay 2019 Newsletter



For standard bookings such as weekend travel and vacations, I will mark the card appropriately. Please make sure to leave this card out and available to me when using Sit & Stay so I can mark them accordingly.

Also, don't forget to take advantage of our New Client Referral Program. Each established client will receive two referral client cards annually to give to a friend, a coworker, a family member or even a stranger. When they present this card to me at their new client consultation both they and you will earn 5% off your total service fee amount (Service fee totals do not include travel or deposit fees).

By now, the majority of Sit & Stay clients have met employee, Amanda Leblanc. Amanda still practices as a Veterinarian Technician at Three Rivers Animal Hospital in Covington, LA. She has many years of experience in the vet field. We met 12 years ago while working together at Animal Care Hospital in Mandeville, LA. She will be available for bookings when I'm unavailable due to scheduling. I am hoping to add a second employee by March of 2019 to our growing company. As soon as the decision is final, I will post information about our new hire online on the company website.

Please visit us online and explore new events, updated policies, announcements, and our overnight availability calendar. Now that Sit & Stay will only send out an annual newsletter, all other updates and events throughout the year will be posted on the company website. We also hope to have our electronic scheduling up and running soon. So stay tuned to our website throughout the year for all of these great developments.

www.SitandStay.info

Katie.SitandStay@gmail.com

#(985) 275-0884

A revisit to hours of operation are as follows: Client's may contact Sit & Stay via email at any time. I will check Sit & Stay's email at 10AM and again at 7PM. Business hours will firmly be from 9AM - 7PM Monday-Saturday, and restricted hours on Sunday from 2PM - 5PM. I will still update clients as usual regarding the care provided by Sit & Stay outside of these times if we are currently working a reservation for you.



There was a new updated contract with all new amendments enclosed for all Clients who have not yet filled out a contract with Sit & Stay. However, Clients who have a contract on file received a copy of the amendments to sign and return to Sit & Stay that was to be combined with their current contract. **Several clients still need to either fill out the new contract or initial the amendments. An electronic copy of both have been provided on our website under "Current Clients Only". Please fill out all paperwork required, scan and email to Katie.SitandStay@gmail.com.**

Sit & Stay must have an up to date copy of your pets annual vaccinations. Please scan these records and email them to: Katie.SitandStay@gmail.com

The minimal each animal must have for service is as follows:

- **Canine: Bordetella & Rabies**
- **Outdoor Feline: Feline Leukemia & Rabies**
- **Indoor Feline: Rabies**

If you have elderly pets who no longer receive vaccinations, or those who may be allergic, please contact Sit & Stay with the necessary requirements:

- **Rabies Titer -or-**
- **Proof of clean bill of health from your vet with signature**

There is a clause in the contract if anyone needs Sit & Stay's services and may need financial assistance. Please contact the Owner, Katie Lynn Cotaya, in order to make arrangements that would suit both parties involved. I have helped those who have asked in the past since the beginning of my business and will do the same now, and in the future. Contact information and hours of operation is as follows:

(985) 275 - 0884 9AM - 7PM M-Sa., 2PM-5PM Sun.

Katie.SitandStay@gmail.com 10AM - 7PM M-Sa., 2PM-5PM Sun.

Please make sure everyone is up to date regarding Sit & Stay's cancellation policy. This continues to be an ongoing, misunderstood policy. The cancellation policy is strictly upheld and as follows: A \$50.00 deposit for all bookings will be enforced. All Clients must pay a refundable deposit of \$50 per booking via PayPal invoice by their departure date. If cancellation is not communicated to Sit & Stay 7 days prior to the Client's start date for their



booking, they will forfeit the deposit to Sit & Stay plus half the amount of the total invoice for cancellation without proper notification. Change in booking after the start date will also result in a forfeited deposit plus full payment of the invoice. However, if a client needs to cancel for any reason within the time allowed as stipulated in Sit & Stay's cancellation policy, the client will only forfeit the \$50 deposit, which will be individually invoiced as needed. If the reservation is kept, the deposit will be refunded at the completion of services. All clients will be sent a PayPal invoice for service, deposits and customer receipts.

Each Client has the option of paying in full upfront for Sit & Stay's services electronically or half & half. An invoice is sent via PayPal through Sit & Stay's business account. All clients are required to at least pay half upfront by the date of departure. The remaining balance must be paid on the date of return. Sit & Stay will give all Clients the minimum of 4 days including the day the invoice is sent to pay for your initial upfront half. If both due dates are not met, Sit & Stay's late fee policy will stand in effect as always. Sit & Stay's policies have been updated and are as follows on every invoice and contract:

Sit & Stay Policy: All Clients must pay a refundable deposit of \$50 per booking via PayPal invoice by their departure date. If cancellation is not communicated to Sit & Stay 7 days prior to the Client's start date for their booking, they will forfeit the deposit to Sit & Stay and half the amount of the invoice for cancellation without proper notification. Change in booking after the start date will also result in a forfeited deposit and full payment of the invoice. However, if a client needs to cancel for any reason within the time allowed as stipulated in Sit & Stay's cancellation policy, the client will only forfeit the \$50 deposit, which will be individually invoiced as needed. Checks & cash are no longer accepted forms of payments. All invoices and payments are done electronically. Any past due invoices will have a late fee of \$15 added to the total invoice amount and given 15 days after original due date to be paid. Further charges and increases will apply if the invoice is left unpaid. If a Client has received 3 late fees and ample notification of an unpaid invoice, PayPal will then pursue legal actions on behalf of Sit & Stay to obtain the funds. A travel fee will be added for areas outside of Mandeville/Covington LA. PayPal also charges a small \$5.00 processing fee on every invoice for convenience.

All Clients must inform Sit & Stay of any deliveries, workman, friends or family members that will be coming to the house while Sit & Stay is responsible for their property and pet care. We are re-addressing our security camera amendment. Many new clients have asked what the



issue were, so we wanted to revisit this for clarification. Many of our clients have outdoor and indoor security cameras. In many cases, this has made us feel more secure while staying or visiting our clientele and caring for their pets. I personally have indoor/outdoor security cameras securing my home as well. However, in the past we have come across some instances where the privacy of a Sit & Stay employee has been compromised. To avoid this in the future, an amendment was added back in 2017, that all cameras (indoor and outdoor) on the premises must be shown to the Sit & Stay Owner and staff as well as their viewing range. To help in this delicate matter, Sit & Stay has requested permission to cover or deactivate any cameras that compromise the employee safety and privacy while contracted to stay/visit the client's home. We are not opposed to our clients having cameras indoors or out in order to check up on their homes and animals, as long as they are not in a morally compromising position. We encourage all clientele to have peace of mind with their own security system as well as the knowledge that Sit & Stay will always put the safety of their pets and property first. We greatly appreciate your cooperation in this matter.

Calendar reminder: You can always visit www.SitandStay.info for an updated availability calendar at all times. I still encourage all clients to reserve their future bookings with me as soon as possible. This includes overnight stays, daily visitations, veterinarian visits, pet taxi services and more. I get booked far in advance, and want to make sure you are all properly taken care of.

As more changes and growth continue for Sit & Stay I will keep all Clients expediently informed online. Please note all of these policies are in effect for me as well as for you and the safety of your animals and your homes. I hope you all have been happy with Sit & Stay's service and will continue to be a loyal Client. We sincerely appreciate your input and concerns regarding our performance and hope to continue to provide you with the best service possible. We here at Sit & Stay have had the immense joy of getting to know all of you and your amazing animals. We are grateful and honored that you have chosen Sit & Stay to be your choice for all your house and pet sitting needs.

Sincerely,

Katie Lynn Cotaya

Katie Lynn Cotaya, Owner/Operator of Sit & Stay