



Sit & Stay

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January 27, 2023

To All **Sit & Stay** Clients:

Welcome to the beginning of 2023. This past year has certainly flown by in a flash. I hope everyone had a happy and safe holiday season with their family and friends. This year's newsletter will address a few new policy and fee 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 officially turned 11 years old as of December 1st of last year, and we look forward to many more years to come. With that said our rewards program will stay in effect, and the next installment has begun.: January 1 - June 30, 2023 & July 1 - December 31, 2023.

Also, don't forget to take advantage of our New Client Referral Program. You will earn 5% off your total service fee amount (Service fee totals do not include travel or deposit fees) by just



referring your friends and family to Sit & Stay when they book a reservation with us.

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. So stay tuned to our website throughout the year for all of these great developments.

www.SitandStay.info

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A revisit to hours of operation are as follows: Clients 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. A new policy that was put in place last September and will now be a standard practice, Sit & Stay will no longer do a Daily Visitation past 8pm.

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

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:



- If a client needs to cancel for any reason within the time allowed, as stipulated in Sit & Stays' cancellation policy, the client will only forfeit the \$75 deposit, which will be individually invoiced as needed.
- If cancellation is not communicated **within seven days** of the Client's start date for their booking, they will forfeit the \$75 deposit, plus half the amount of the total invoice for cancellation without proper notification.
- Change in reservation after the start date will also result in a forfeited deposit plus full payment of the invoice.
- If the reservation is kept, the deposit will not be charged. All clients will be sent a PayPal invoice for service, and customer receipts.
- Sit & Stay will give all Clients the minimum of 4 days including the day the invoice is sent to pay for your service. If the due date is not met, Sit & Stays' late fee policy will stand in effect as always.
- 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 left unattended.
- All clients must have a credit card on file with Sit & Stay. Please note, your card on file will never be charged unless you are in violation of one of these policies after proper notification from Owner, Katie Lynn Cotaya.
- **A new policy set in place September of last year, a time, date, or schedule change within 7 days, or during the reservation will now result in an added \$50.00 service change fee.**

Each Client has the option of paying in full upfront for Sit & Stay's services or half & half, all which is done electronically. 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 day after your return. Sit & Stay will give all Clients the minimum of 4 days including the day the invoice is sent to pay for your initial half upfront. If both due dates are not met, Sit & Stays' late fee policy will stand in effect as always. Sit & Stays' policies have been updated and are on every invoice and contract.

Some new fee changes for services that will be implemented starting February 2nd, 2023 are as follows:

Refundable deposit for services once complete - \$75



Change in Service fee - \$50.00

Overnight Service Fees - animals kept at Client's home only:

Up to three animals - \$85 / night

4-8 animals - \$120 / night

9 or more - \$200 / night

***Walks, feeding, meds, and love included. And any other owner specifications.**

Critical care animals - \$100 / night - priced individually.

***Overnight stays apart from animal care include:**

Washing all dishes

Cleaning the kitchen

Cleaning the restroom supplied to Sit & Stay for use during their stay

Taking out the trash

Washing any sheets / Towels used - folded and put away, bed remade

Mail picked up

Packages brought in

Newspapers picked up

***Clients may ask for plants to be watered if needed.**

Daily Visits: Walking/feeding up to 3 animals:

- 1 Visit per day / \$50 / per visit
- 2 Visits per day / \$45 / per visit
- 3 Visits per day / \$40 / per visit
- NEW: 30 min. visits per day / \$35 / per visit

Daily Visits: Walking/feeding 4-8 animals:

- 1 Visit per day / \$80 / per visit
- 2 Visits per day / \$75 / per visit
- 3 Visits per day / \$70 / per visit
- NEW: 30 min. visits per day / \$65 / per visit

Daily Visits: Walking/feeding 9 and up animals:

- 1 Visit per day / \$110 / per visit
- 2 Visits per day / \$105 / per visit
- 3 Visits per day / \$100 / per visit
- NEW: 30 min. visits per day / \$95 / per visit



*** Please note these fees are not only for animal and home care. They also cover the travel needed to and from in order to provide this service. Daily visits are never less than 1 hour, and no more than 3 hours.**

Pet Taxi Service - \$50

Veterinarian visit, Grooming/Boarding pick up/drop off, vet pick up / drop off - \$50

Independent Client Errand - \$50

NEW - Concierge Services:

- ◉ Up to 2 hours / \$80
- ◉ 3-6 hours / \$120
- ◉ 7 or more hours / \$200

Baths:

Small dog- \$20

Med dog- \$35

Large dog- \$50

***Toe nail trim included if dog is willing**

Toenail trim without bath- \$15

A \$50 travel fee for the following areas of Louisiana: Madisonville, Abita.

A \$75 travel fee for the following areas of Louisiana: Bush, Folsom, Denham Springs.

After 5 days, travel will be \$10 / day.

Extended Stay Discount: if booked 15 days or more the client will receive a \$10 discount on their total invoice.

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 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