

POLICIES

SERVICES

- Free Meet & Greet for prospective clients
 - Right is reserved to deny services
- Right is reserved to cancel or reschedule services due to inclement weather and/or unforeseen events
 - Clients must fill out and sign Pet Care Contract and associated forms prior to start of services

CANCELLATIONS

WALKS/DROP-INS:

- Client responsible for full rate for less than 48 hrs notice of cancellations*
- Last-minute schedule changes will be subject to surcharges*

SITS:

- Client responsible for full rate for less than 7 days notice of cancellations*
- *Excluding extenuating circumstances*

SAFETY

- Behavioral issues and/or history of aggression with pet must be disclosed
 - Pet must be up-to-date on vaccinations

PAYMENT

- Invoices will be sent after completion of services
- Payment for daily services is due end-of-week
- Payment for sits is due within 2 weeks