

# POLICIES

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## 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 may 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 7 days
- Services booked with less than 48 hrs notice may be subject to surcharges