

Whiskers 2 Wags



Pet Sitting Services
Rebecca Savoie
678.427.3105

Policies and Procedures

Payment Process

As part of the Initial Meet & Greet meeting (for new clients), we will review multiple documents including the Service Order which will outline a specific engagement.

The Service Order outlines:

- Start and end date/times,
- Number of days or visits,
- Price per day or visit,
- Total engagement price, and;
- Deposit due sitter.

A non-refundable deposit will be requested to hold/ensure your dates.

Payments must be made in FULL on the first DAY of Service.

Cancellation Policies

Whiskers 2 Wags is a wife/husband team! We adhere to a strict policy of NO OVERBOOKING. Therefore, once you have contracted services (ie. A Service Order),

and we have added these visits to our calendars, we may need to turn away other client business in order to accommodate your scheduled times/visits.

Due to this ANY Cancellations of **“DROP-IN” contracted visits** made after 7AM on the DAY of the scheduled visit or series of visits are **NON-REFUNDABLE.**

Overnight Visits - A Non-Refundable Deposit will be required to book Whiskers 2 Wags at the **time of booking.** W2W must have a 14 day advance notice from the start of the service to cancel any or all visits.

No credits/refunds will be given if Overnight Engagements are canceled after the notice period .

Holiday Periods

Pricing and Non-Refundable Deposits will increase during Holiday Bookings.

Holidays include New Years Eve/Day, Winter Break Week (February), Spring Break Week (April), Memorial Day weekend, July 4 Week, Labor Day Weekend, Columbus Day Weekend, Thanksgiving week, and Christmas week.

No credits or refunds will be given if overnights are canceled during holiday periods.

Unscheduled Visits/Additional Time

W2W reserves the right to charge \$30 per half hour for any “additional time” spent over a 30-minute visit that is necessary for the care of the Client’s pet/home. This includes service and time for the following, but not limited to all veterinary trips; pet illness; excessive clean-up resulting from pet incontinence, accidents or frequent vomiting; complications administering medications; obtaining pet food, medication or supplies; or wait time for emergency home repair. W2W will communicate during these events and the Client will be responsible for reimbursing W2W upon their return.

Friends and Family Access

We understand that your friends and families may come to your house to check in on your pets while you are gone however our policy is to minimize “shared” pet care with outside services, friends, family etc. This has nothing to do with your friends, but with our insurance policy coverage. Whiskers 2 Wags will not be responsible for any damages incurred to or in your home or to your pet during any time period that anyone other than us has access to your home.

Home Access: Keys

Whiskers 2 Wags suggests you give a key during the initial Meet & Greet or communicate a secure location where your key will be left. You can also schedule our key pick-up and drop-off service, \$5 each way, if that works better. Upon certain situations, for repetitive clients, W2W for your convenience will keep your house key.

Secure Areas

It is the pet-owner’s sole responsibility to pet-proof any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to keep the pet inside or away from any ‘forbidden’ areas. The pet sitter does not assume and has no liability for any injuries the pet may sustain while in its own home.