

Policies and Procedures

Reservations: It is best to plan several weeks in advance in order to obtain services on the dates you desire. An in-home interview is required for all new clients, prior to reservations. Please have Welcome Kit documents completed in advance of this visit.

Deposits and Payments:

Regal Pet Care accepts cash and checks. Deposits are not required.
For daily services, payment is due on the last day of the service week.
For pet sitting services, payment is due on the 1st day of service.
For overnight stays, payment is due at the completion of the service.
Checks returned by the bank for any reason are subject to a \$25.00 fee

Keys:

Regal Pet Care will obtain a duplicate set of house keys during the initial visit, when service is scheduled and agreements are signed. Garage door openers will not be accepted. Keys will be personally returned within 7 days of the end of your service. It is recommended your key remain in your Regal Pet Care file for convenience in future use of my service.

Alarm systems:

Create a "pseudo" access code. This will maintain the integrity and privacy of your current passcode.

Reservation confirmation:

Two days prior to your first day of service, Regal Pet Care will confirm your reservation via phone.

Extended Absence:

In the event you have to be away longer than planned, please CALL. Your pet's well-being depends on our communication.

Early Returns / Cancellations:

Plans may unexpectedly change - I understand. As a courtesy, and when possible, please provide Regal Pet Care with 24 hrs notice for a change of plans. Refunds will be provided for any unused service, in full day increments.

Termination of mid-day service:

Please provide Regal Pet Care with 2 weeks notice for termination of this service.

Visitors: Regal Pet Care must be notified, in writing, of all visitors (housekeeper, service persons, family members, friends, etc) who will have access to your home while our services are engaged. Regal Pet Care, all agents, assigns, successors and heirs are held harmless and are completely indemnified for any and all liability stemming from the act(s) or failure to act, of third parties, whether known or unknown, including, but not limited to, family, friends, neighbors, or other service persons, that enter your residence for any purpose while Regal Pet Care is caring for your pet(s).

INITIAL _____

Unsecured pets: It is the pet owner's 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 contain the pet or restrict access to specific areas.

Regal Pet Care does not assume responsibility and assumes no liability for any injuries the pet may incur, or property damage the pet may cause, while in its home/property. Regal Pet Care will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death.

We strongly advise all pets to remain inside the home or confined to a pen for their safety and the safety of others.

Privacy Policy: Your information is kept confidential at all times.