

# IMPORTANT

## Paws & Play Pet Sitting – 2026 Policies & Service Guidelines

Welcome to a new year at Paws & Play Pet Sitting! To provide the safest, cleanest, and most reliable pet care, the following policies will go into effect January 1, 2026. These updates allow me to deliver high-quality care while keeping scheduling fair and available for all clients.

### BOOKINGS & PAYMENTS

#### Deposits

- Holiday bookings require full payment upfront.

#### Payments

- Beginning January 1st, 2026. **Cash** will be the only acceptable form of payment until further notice.

#### Price Adjustments

A small annual price increase will be applied each January to maintain the quality of care and keep up with travel, supplies, and time commitments.

### CANCELLATIONS

- Holiday bookings: Non-refundable once booked.
- You must give a 24-48 hour notice before canceling your appointment(s).

### VISIT TIMES

To allow flexible scheduling, visits are made within a time window:

- Morning: 7–10 AM
- Midday: 11–2 PM
- Evening: 4–10 PM

***\*Exact visit times cannot be guaranteed unless medically required.\****

## HOME CONDITIONS

To keep service fair and safe:

- Homes must be reasonably clean and accessible.
- If excessive cleaning is required, a cleaning/odor fee will be applied.
- All foods, medications, and supplies must be clearly labeled and provided ahead of time!

## PET HEALTH REQUIREMENTS

- Dogs and cats must be current on Rabies! Proof of Rabies will be asked for prior to the visit. **(This keeps both the animal and myself safe.)**
- Pets with illness or special medical needs must be disclosed during booking.
- Aggressive animals may be declined for safety.

**\*A pet contract must be filled out prior to any services\***

## ADDITIONAL FEES

- Last-minute booking (within 24–48 hrs): +\$10
- Same-day add-on requests (nail trims, baths, administering meds, etc.): +\$5–\$8
- Travel outside service radius (25 miles): \$5–\$10 travel fee
- Medications (administered by vet tech):
  - Oral: +\$5
  - SQ injection: +\$10
  - Fluids: +\$15–\$20

**\*This is important and goes for all clients!\***

## KEY & ENTRY

Clients must provide:

- A working key or door code
- Emergency contact information
- Vet information and care release

## UPDATES & COMMUNICATION

Daily photos and updates are included.

Any emergencies will be handled immediately and communicated ASAP.

## CLIENT LOYALTY

- After 10 bookings - free nail trim or \$5 off.
- Loyalty Cards: Collect 9 stamps, get the next visit 25% off. \*These are unlimited!\* (Only if the client leaves them in view to be stamped)

## LIABILITY

Paws & Play is not responsible for damages or injuries caused by undisclosed behavioral issues, unsafe home environments, or pets left unsecured.

*Thank you for trusting Paws & Play Pet Sitting!*

These policies help keep your pets safe while allowing me to serve more families efficiently and affordably.

