

Here are a list of our policies to help with any questions related to our services. Please feel free to email or call us if you have any questions, we are always here to help.

- ♥ Regular business office hours are 10 am - 5 pm Monday through Friday.
- ♥ Our service hours for visits are:
 - 8 am - 8 pm Monday through Friday.
 - 8 am - 6 pm on Saturday.
 - 1 pm - 6 pm on Sunday.
- ♥ Our service hours for any overnight pet-sitting or house-sitting are 7 pm - 8 am.
- ♥ For weekend or holiday visits, reservations must be made during regular business hours only.
- ♥ Voice mail messages, email, or text messages sent after 8 pm Monday through Friday will not be attended to until the following business day. Weekend and holidays will be responded to, however, the response time may be greatly delayed.
- ♥ Due to varying schedules and weather situations (i.e. rain, snow, etc.) we require a 2 hour walk window, however, we will do our best to get as close to your preferred time as possible.
- ♥ All services are subject to availability of walkers/sitters.
- ♥ Any pet-sitting for dogs, that is not an overnight, requires at least 2 visits per day. No exceptions.
- ♥ A 50% deposit is required in advance for vacation care.

Cancellations:

- ♥ Must be made no later than 8 am on the day of service. Any time after 8 am shall be billed a regular walking fee.
- ♥ Weekend service must be made during regular business office hours.
- ♥ Overnight care must be received within 48 hours of scheduled visit or a cancellation fee of \$50.00 shall be charged.

Walking rate and possible surcharges added to the standard walking fee:

- ♥ Standard walking rate, from 10 am through 5 pm Monday through Friday, is \$13
 - Any service scheduled after 8 am, on the day of service, is \$ 15
 - Any walks that are scheduled outside of the standard walking rate is \$15
 - All Holiday services are \$25
- ♥ For our clients that live in neighborhoods where parking is unavailable and Pay to Park is necessary, parking reimbursement may be required and could be factored into your cost per visit