

PAWS PLAY POLICIES

In order to provide the best quality service to all of our clients, the following policies are effective as of January 1, 2025

HOLIDAYS

For morning, midday and evening services on the holidays listed below there is a one-time holiday fee of \$10. For overnight services on the listed holidays the one-time holiday fee is \$25. A 50% non-refundable deposit is due at the time of booking for all services on the holidays listed below.

Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day

BUSINESS HOURS

Our business hours are from 8 am – 4 pm, Monday through Friday. We pride ourselves on our prompt response time. All emails will be returned within 24 hours. If you need a same day response, texts and calls are always returned during the same business day. All phone calls, texts and emails received after business hours will be returned the following business day.

Normal hours for scheduled walks are from 8 am – 4 pm, Monday through Sunday. Any walks scheduled outside of this time frame (pet sitting clients excluded) will incur a \$5 surcharge in addition to the cost of the service requested.

CANCELLATIONS

In order to guarantee availability and best serve your needs, our cancellation policy is as follows:

- Cancellation of any service with less than 48 hours notice will be charged the full rate.
- Cancellation/changes of any pet sitting service with less than 72 hours notice from the start of the pet sit will be charged 50% of the scheduled services.
- Once your pet sit begins, if you return home earlier than expected, you'll be charged the full rate for all scheduled visits.

LAST MINUTE REQUESTS/CHANGES

Any new requests or changes to the services you have scheduled made less than 48 hours in advance of that scheduled service will incur a \$10 request/change fee in addition to the cost of the service requested.

NOTE CHANGES

In order to make sure things run smoothly for your pet sitters, changes to notes on file should be given at the time of booking. Any changes to notes provided with less than 72 hours notice from the beginning of the pet sit/service will incur a \$10 change fee.

CLEAN UP

If your pet has an accident inside your house or inside his/her crate, a \$10 cleanup fee will be added onto your invoice. If it is a smaller mess and is quick to clean up, no fee will be added.