



## **Policy and Procedures**

I understand Critter Sitter has a no tolerance policy for aggressive animals. If an animal becomes aggressive in our care, the owner and emergency contact will be contacted and services will be terminated. Any injury/harm caused by the pet will be the owner's responsibility for medical fees.

- **Cancellations**, a 50% deposit is due upon all bookings. Day of cancellations will result in a 100% charge of total invoice. Seven or more days' notice of a cancellation results in a full refund or transfer. 5-7 days of departure cancellations will have a 20% fee of the total invoice due. Canceling between 1-4 days of your booking results in 50% of the total invoice due. Cancellation payments can be sent via Zelle, mailed check, or sent using a credit or debit card.
- A deposit may be asked for holding dates. Deposits are **non refundable/Non transferable** if outside of cancellation policy.
- Payment is non-refundable/ non-transferable to clients who arrive home early.
- Critter Sitter has a 6 mile radius for services.. Any clients outside of this radius may be charged an additional fee for mileage. Addtl. \$5-\$10 per visit.
- Weekend rates may apply. Rates can vary depending on the service provided. Addtl. \$5-\$10 per visit
- Holiday rates will apply per visit on the following holidays and or weekends surrounding the holiday; New Years eve/Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas eve/Day. Addtl. \$10-\$20 per visit/night. Holidays require a 50% non-refundable deposit at booking
- Last minute service request will incur a \$10 fee per visit to accommodate your request
- Any trip over 5 days is considered a "vacation stay" All sits over 5 days require a 50% deposit. All deposits are **non-refundable/non-transferable**. Payable by cash, check or Zelle.
- Boarding pets in my home are required to have a crate provided. Pets will be crated while no one is present. All boarding pets are required to be up to date on the following; **Rabies, Da2pp, Bordetella, Influenza, flea control and a negative fecal test**.
- Payments are due upon service start date. Payments can be made via credit/debit card, cash or check. **No cash apps are accepted other than Zelle**. Failure to do so will result in terminated services and emergency contact will be responsible for handling pet care. Bounced checks will result in a \$30 fee.
- Critter Sitter reserves the right to terminate this contract anytime before or during the pet sit. If safety concerns of any nature prohibit the proper care of the pet(s) The emergency contact/owner will be contacted for continued care and no refund will be granted.

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