Sarah’s Horse & Pet Services

 *General Policy and Guidelines*

**Consultation Visit:** At this visit we can get to know each other to make sure both parties are the right fit, answer questions, and tour your home while discussing detailed instructions on how to care for your pets. This required meeting will be scheduled at least 1 week prior to service.

**Cancellation/Refund Policy And Guidelines:**

It is not unusual for trip plans to change at the last minute. However, please understand that Sarah’s Horse & Pet Services may have turned away business in order to accommodate your requested services. Therefore, with the exception of life threatening emergencies or a death in the family, cancellations with less than 5 days’ notice prior to your trip will result in you being billed 50% of the total invoice for the scheduled pet care. There are no refunds or credits for early returns or changes to pet sitting schedules once pet sitting has been booked. For Holidays: with less than 6 days’ notice prior to a major holiday (ie: Christmas Eve, Christmas, New Years Eve, New Years Day, Easter, Memorial Day, July 4th, Labor Day and Thanksgiving) will result in you being billed 50% of the total invoice for the scheduled pet care. We request your understanding that Holiday travel is a peak service time for pet care. ***We do not provide a refund policy for pet sitting and/or dog walking. All bookings are NOT refundable. 24 hours after the agreement you can cancel without incurring a fee. Anything after that, you will be expected to pay for the booking.***

**Early return**:

We understand that things happen that cause plans to change. Once we have scheduled, confirmed, and begun your pet sitting appointment, there will be no credits to you.

**Home Access and Security:**

Sarah’s Horse & Pet services must obtain a verified copy of your house key during the initial in-home visit when pet sitting services are scheduled and care agreements have been signed. Keys will be returned by certified mail within 7 days of the end of your pet sitting service unless other arrangements have been agreed upon. Always notify your alarm company, door person and/or gate guards that Sarah’s Horse & Pet Services will be caring for your pets so that we are allowed access to your home and service goes uninterrupted. If possible provide a gate card, gate remote control, or key fob.

**Privacy Policy:**

All of your information will be kept private and confidential. Sarah’s Horse & Pet Services highly respects our clients entrusting us with the care of their home and their pets. We do recommend that you inform a trusted neighbor that, while you are away, we will be caring for your pets and your home.

**Inclement Weather:**

Please provide the name and phone number of a person living nearby that you trust. If Sarah’s Horse & Pet Services is physically unable to reach your home due to impassable roads, snow, black ice, etc, please provide us with this information so that we can contact this person to request assistance. Your pets’ health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.

**Payments:**

Check/cash payments may be left in a visible location for your us to pick up. There is a $30 fee for all returned checks. We do not accept credit card or paypal for new clients.

**Dog Walking Cancellations:**

Cancellations of services scheduled to take place between 7am and 10am must be requested no later than 5pm the day before service. Cancellations made after this time will result in the service being billed as completed. Cancellations of services scheduled to take place between 10am and 10pm must be requested no later than 8am on the day of service. Cancellations made after this time will result in the service being billed as completed.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have read and initialed the above form. By signing my consent, I indicate my compliance and understanding of Sarah's Horse & Pet Services Policies and Procedures.

Client signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Today’s Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_