



*The Choice of Healthier Happier Pets*

## **EXPRESS SERVICES AND LATE SCHEDULING**

*Revised 09-05-11*

**CANCELLATIONS, LATE SCHEDULING, EARLY RETURNS, CHANGES TO SCHEDULE OR INSTRUCTIONS, REGULAR DAILY VISITS/WALKS, SUNDAYS & HOLIDAYS**

This is a section of our Guidebook which will clarify our policies regarding late scheduling, cancellation and change fees. If you would like to learn more, please download our complete Guidebook. If you should have any questions, please contact us at 414-540-6326.

Thank you! ...as always, for entrusting your pets and home to our care!

*Jane and the staff of Critter Sitters, Inc.*

**LATE SCHEDULING FEES** apply for all scheduled visits if you notify us with less than 10 days before the date of the change. **All changes must be made by telephone.**

A flat fee of \$45 will be charged for all late scheduling with less than 3 days notice.

A flat fee of \$30 will be charged for all late scheduling with less than 10 days notice.

**CHANGES TO YOUR SCHEDULE:** You are allowed 2 changes per scheduled set of dates. If you have 3 or more changes you will be charged for *all* of the changes at a rate of \$7.50 per change request.

Changes are defined as:

- Adding more visits to any scheduled set of visits
- Reducing number of visits
- Changing the times of scheduled visits.
- People you have designated now coming into your home.
- People you had designated now not coming into your home
- Requiring more visits than originally scheduled (including calling and adding visits to the end of your schedule from out of town)
- Leaving later than planned
- Leaving earlier than planned
- Adding other pets to home after scheduling
- Removing some pets from home after scheduling
- Last minute changes in duties
- Anything that changes the procedures, schedule or implementation of your Pet Care Provider's duties. (This is in addition to cancellation or late scheduling fees)

**We are so pleased when we can help you last minute! But please realize that it takes a lot of extra work on your Pet Care Provider's part and that of the office staff to make this work out for you!**

**All of the fees on this section will be assessed on all situations other than verifiable illness or emergencies.**

#### **REGULAR DAILY VISITS / WALKS:**

If you call by 7 pm the previous evening to cancel your visit the next day- you will not be charged. If you call with less than 48 hours notice to add a visit you will be charged a late fee of \$6.00.

#### **SUNDAYS & HOLIDAYS:**

We cannot guaranty changes, additions, last minute scheduling, etc. As always, we will do our best to accommodate you and your pet, but especially at major Holidays and busy weekends these requests might not be possible.

If we can accommodate you, late scheduling on our designated major Holidays below will require an extra charge, and the length of the visit(s) may be slightly shorter than regular visits.

A flat fee of \$65 will be charged for all late Holiday scheduling with less than 3 days notice.

A flat fee of \$45 will be charged for all late Holiday scheduling with less than 10 days notice.

Major Holiday assignments will require a **non-refundable 50% deposit** 10 days prior to your scheduled dates to ensure your visit reservation.

**Holiday cancellations with less than 10 days notice remain at the 50% non-refundable deposit, as we would be unable to fill that time slot with another client.** At this late date, it is usually not possible to replace you on the schedule with another client. Your Pet Care Provider is scheduled to work and receive his/her pay for the period you cancelled. We feel it is fair to be able to offer at least some compensation to him/her for the originally scheduled dates.

**Phone in! All late scheduling, changes, and cancellations must be done via telephone to ensure timely notification to your Pet Care Provider. *NOTE: Some of these rates may be adjusted due to other considerations per management.***

**EARLY RETURN**

You, the client, will be responsible for paying for ALL scheduled visits. To avoid paying full price should you return early from a trip, CONTACT US BY TELEPHONE 48 HOURS IN ADVANCE. Communication with us is critical to your Pet Care Provider. Follow this guideline to avoid paying for services you don't need.

**HOLIDAYS**

Major holiday visits will require an extra charge, and the length of the visit(s) may be shorter than regular visits. On holiday assignments, there will be a non-refundable 50% deposit to ensure your reservation. For holiday cancellations with less than one week's notice, the balance of the fee will be due in full as that time slot will not be available to be filled with another client.

***Our Recognized Holidays***

Easter: Saturday and Sunday  
Memorial Day: Sunday and Monday  
Independence Day: July 3rd - 5th  
Labor Day: Sunday and Monday

Thanksgiving: Thursday and Friday  
Christmas: December 24th - 26th  
New Year's: December 31st - January 1st