



## GENERAL POLICIES

The following Emerald Neckleash policies are not negotiable and are subject to change without notice.

### Rates and Payment

- 🐾 Payment is due in full at the time service is rendered in cash or check. Returned checks, regardless of reason, are subject to a fee of \$35. (This is the fee that we are charged by the bank for returned checks.)
  
- 🐾 Payment for overnight stays in your home, cat care visits, small animal care visits, as well as plant and other care is due in full on the first day of the scheduled period of care. Payment for daycare and boarding is due in full at drop-off or the on the first day.
  
- 🐾 Our standard walking and visit hours are 9AM-5PM weekdays. A nominal \$5 fee is applied to walks and visits before 9am, or after 5pm, or on Saturday or Sunday. Those fees are cumulative. For example, a 7am visit on Sunday morning incurs both a \$5 weekend fee and a \$5 after hours fee in addition to the standard visit charge. Weekend and after hours fees are added to holiday fees when applicable.
  
- 🐾 We do charge a small fee for service on holidays in addition to our standard rates. On the following dates in 2016, a fee of \$5/visit or \$10/day (for multiple visits, overnight stays, boarding and daycare) will be added:
  - 🐾 January: 1-3 (New Year's Day), 16-18 (MLK Jr. Day)
  - 🐾 February: 13-15 (President's Day weekend)
  - 🐾 April: 16-18 (**Patriot's Day** weekend)
  - 🐾 May: 28-30 (Memorial Day weekend)
  - 🐾 July: 2-4 (Independence Day weekend)
  - 🐾 September 3-5 (Labor Day weekend)
  - 🐾 October: 8-10 (Columbus Day weekend)
  - 🐾 November: 11-13 (Veteran's Day weekend), 24-27 (Thanksgiving)
  - 🐾 December: 24-26 (Christmas), 31 after 6pm (New Year's Eve)
  - 🐾 January 2016: 1 (New Year's Day)

## Cancellations

- 🐾 Like other service providers, we schedule our time in advance and turn down or accept appointments based on anticipated availability. We reserve a time block for your appointment **to ensure we can provide the services you're counting on** and turn down other appointments for that time block in good faith based on those expectations.
- 🐾 We regret to inform you that appointments for visits to your home (including walks, cat-care visits, or visits to provide care to other animals or plants) cancelled within 24 hours from the time care or walks are scheduled to begin will be charged in full or a fee equivalent to one calendar day. Daycare and boarding will be charged a fee equivalent to one calendar day. (A cancellation policy of at least 24 hours is a standard in the service industry.)
- 🐾 Our care providers are in very high demand and turn down other financial and personal opportunities in order to commit to personalized pet sitting in your home. As a result, during most of the year, pet sitting visits cancelled within 7 days of a scheduled start date are subject to a cancellation fee equal to 50% of the entire scheduled pet sitting fee in order to compensate our pet sitters. The following time periods are extremely busy, and our sitters turn down multiple sitting opportunities once they have committed to pet sitting for you, and therefore, we request 30 days notice for cancelling your reservation to not incur the 50% cancellation fee: Memorial Day through Labor Day; November 15 through January 12.
- 🐾 Walks cancelled due to inclement weather, school snow days, changes in employment or illness must still be cancelled within 24 hours or otherwise will be **subject to payment in full. Sorry, we really can't make exceptions.**
- 🐾 If your pet is not home at the scheduled time of service or is otherwise inaccessible, payment for the scheduled service is due in full.

## Timing

- 🐾 Regular walks and other visits are scheduled to occur within an agreed upon two-hour window.

- 🐾 Walk and visit times are calculated according to the initial arrival and final departure time of the walker or sitter. Walk times include related tasks agreed upon with the client such as paw wiping, putting on dog clothing or giving treats and are meant to be completed during the period allotted for the walk or visit.

#### Access to and Condition of Real and Personal Property

- 🐾 All clients must supply the Emerald Neckleash with two sets of keys to access his or her home.
- 🐾 If the Emerald Neckleash is unable to enter your home because of changes in locks, alarm systems or the like, payment for the scheduled service is due in full.
- 🐾 Access to enter your home must be safe. This includes de-icing and shoveling stairs and pathways and appropriate lighting. This is critical for our safety and the safety of your pet.

#### Health and Temperament

- 🐾 The health and safety of all clients is our number one priority.
- 🐾 Every pet must have the following completed and up-to-date prior to delivery of all services:
  - A General Information Form and
  - An Emergency Information Form
- 🐾 All changes and updates in temperament and health, including any and all incidents of aggression, must be reported to the Emerald Neckleash so that we can update the General Information Form.
- 🐾 All daycare and boarding guests must be in good health. Please see our daycare and boarding policies at [http://www.emeraldneckleash.com/files/boarding\\_policies2014.pdf](http://www.emeraldneckleash.com/files/boarding_policies2014.pdf) for more detail.

The Emerald Neckleash reserves the right to refuse services to any client for any reason, at any time, including, but not limited to clients who lack proof of pet vaccinations, whose pet(s) display signs of untreated or potentially contagious conditions, and whose pet(s) demonstrate aggressive or dangerous behavior.