

User Manual for Home Sweet Home Pet Care, LLC

Upon hiring Home Sweet Home Pet Care, it is understood that client agrees to these terms.

Pet Sitting

Payment

Is due at the first visit unless other arrangements have been made. If client fails to leave payment 2 times, payment will be required prior to the beginning of the job.

Returning Home

Home Sweet Home will continue to visit at the routine times and charge the client the regular rate until notified of client's arrival home. Please be sure to notify Home Sweet Home of your return to avoid additional visits and charges.

Holidays

Cancellations less than 14 days prior to departure, 50% of booking will be charged unless time can be rebooked. Holidays include: Thanksgiving, Christmas, New Years, Fourth of July, Spring Break.

Cancellations

For Pet Sitting: Cancellations of 48 hours or less prior to job beginning are subject to a 50% charge of the booking (not to exceed 1 week's charge).

Dog Walking

Volume Discounts

A 10% discount is given for those bookings of more than 12 visits per month that are paid in advance on the first visit of the month.

Vacations

If you are planning a vacation or time off and will be canceling a week of dog walking or more, a one week notice is required. If less than a one week notice is given, client will be charged for 50% of the canceled visits.

Cancellations

Cancellations of 48 hours notice or less will be subject to regular charge. Monthly clients will receive visit credit for the next month if cancellation is with more than 48 hours notice.

**** Home Sweet Home will not accept liability for others being allowed entry to the home over the course of a job.*

Our commitment to you is to provide the utmost care for your animals.
Thank you for the privilege!!

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