



Paws Play
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PAWS PLAY POLICIES

In order to provide the best quality service to all of our clients, the following policies are effective as of December 1, 2011.

HOLIDAYS

For morning, mid-day and evening services on the holidays listed below, there is a one-time holiday fee of \$10. For overnight services on the listed holidays, there is a one-time holiday fee of \$25.

Memorial Day
4th of July

Labor Day
Thanksgiving

Christmas Eve
Christmas Day

New Year's Eve
New Year's Day

BUSINESS HOURS

Our business hours are from 8 am – 6 pm, Monday through Saturday. Unless it is an emergency, any phone calls received after business hours will be returned the following business day. Normal hours for scheduled walks are from 8 am – 7 pm, Monday through Sunday. Any walks scheduled outside of this time frame (pet sitting clients excluded) will incur a \$3.00 surcharge in addition to the cost of the service requested.

CANCELLATIONS

Dog walks and Park Outings: Cancellation by the owner of scheduled walks or services with less than 24 hours notice will be charged at the full rate, unless such cancellation is caused by severe weather, death in the family or a medical emergency.

Pet Sitting: Cancellation by the owner of scheduled walks or services with less than 72 hours notice will result in a 30% cancellation fee of the total amount due, unless such cancellation is caused by severe weather, death in the family or a medical emergency.

Holidays: A 50% non-refundable deposit is due at the time of booking for all services on the above mentioned holidays, unless such cancellations is caused by severe weather, death in the family or a medical emergency.

LAST MINUTE REQUESTS/CHANGES

Any new requests or changes to the services you have scheduled made less than 24 hours in advance of that scheduled service will incur a \$5.00 request/change fee in addition to the cost of the service requested.

CLEAN-UP

For households with dogs: If your pet has an accident inside your house or inside his/her crate, a \$5.00 cleanup fee will be added onto your invoice. If it is a smaller mess and is quick to clean up, no fee will be added.