



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.

KEYS

Two copies of your key must be provided at the initial consultation. If two copies of your key are not made, we will not be able to begin service. If only one copy is provided, you will be invoiced for the second copy. If you do not have keys ready at the time of the consultation or if you would like your keys returned at the end of service, a \$10 each way key pick-up/drop-off fee applies.

HOLIDAYS

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

Memorial Day	Labor Day	Christmas Eve	New Year's Eve
4th of July	Thanksgiving	Christmas Day	New Year's Day

BUSINESS HOURS

Our business hours are from 8 am – 5 pm, Monday through Sunday. 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

24 Hour Cancellation Policy: Cancellation by the owner of a scheduled walk or service with less than 24 hours notice will be charged at the full rate.

Pet Sit Cancellation Policy: Cancellation by the owner of a scheduled pet sit with less than 72 hours notice will result in a 30% cancellation fee of the total amount due. No deductions shall be made for late departure or early return of the owner with less than 72 hours notice of the start of the pet sit.

Holidays: Any cancellation made during recognized holidays, regardless of when notice is given, will result in a 30% cancellation fee of the total amount due.

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 request/change fee in addition to the cost of the service requested.

CLEAN-UP

If your pet has an accident inside your house or inside his/her crate, a \$5 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.