



POLICIES & PROCEDURES

HOLIDAYS

Because we work with wonderful dedicated people who have their own people and pets that love them, it can be tough to schedule team members during holidays. For this reason we impose a \$15.00/day fee for the following days.

HOLIDAY SCHEDULE

EASTER

MEMORIAL DAY

INDEPENDENCE DAY

LABOR DAY

THANKSGIVING

CHRISTMAS

NEW YEAR'S

PLEASE CONTACT THE OFFICE TO FIND OUT WHICH DAYS SURROUNDING THE HOLIDAY WILL BE SUBJECT TO HOLIDAY FEES.

For service contracted over our holidays we require full payment at the time of booking. Without full payment we will not reserve dates.

KEY RETURN

There is a \$10.00 charge for key pickup and return. If you would like to sign up for our complimentary **Safe Key** option (Peace Valley Pet Care retains two sets of keys in our electronic safe for future visits), we will not need to charge for key pickup and return for future services.

CANCELLATIONS, REFUNDS, AND CREDITS

We adhere to a strict policy of NO OVERBOOKING. Therefore, once you have contracted services, we will turn away business in order to accommodate your schedule.

PET SITTING AND EXERCISE SESSION CANCELLATIONS

If a cancellation is inevitable, we understand. However, we require 48 hours notice or you will be responsible for 50% of the scheduled service. Please adhere to our cancellation policy to avoid being charged.

What if my travel times change?

Should you return early or change your travel times, 48 hours notice is required to guarantee schedule changes and receive full credit for unused service.

DAILY DOG WALKING

Should a cancellation be necessary we require 24 hours notice. A \$5.00 charge for the scheduled visit will be assessed without 24 hours notice. If we receive notice of a cancellation after 6:30am on the day a scheduled service begins a 50% charge will be assessed.

HOLIDAY CANCELLATIONS

Cancellation fees are strictly imposed during Holiday periods. If you have contracted service with us over any of our Holiday Days (please see the Holidays section for a list of dates) we ask that you allow 14 days notice in order to receive full credit for your reserved service. With less than 14 days notice you will receive a 50% credit and with less than 10 days notice you will be responsible for the full amount and will not receive any credit or refund.