



SERVICE POLICY



Effective: January 5, 2010

HOURS OF OPERATION

- Office hours are from 8:30 AM – 5:30 PM, Monday - Friday
- Service hours are from 6:00 AM – 10:00 PM, week and weekends. We exceptionally accept late night visits.

INCLEMENT WEATHER

As long as the roads and weather permit, we will service your pet as requested. If driving conditions are hazardous, we will make every effort to notify you and work on a contingency plan together with you. The safety and well-being of your pet is very important to us, so we will take the time and effort to make things happen.

Due to inclement weather, cancellations are possible free of charge the morning of the walk but no later than 10:00 AM. KSR Pet Care will send a notification email in advance informing the client that this policy is in effect.

PAYMENT

We accept payment by **check** or **credit card** (VISA, Mastercard and Discover), and exceptionally in cash. Payment is due on the first day of service. An invoice is sent by email or mail indicating the appropriate due date. A \$25 penalty automatically applies 10 days after due date. All payments are final. We do not refund but instead offer a credit on your next service.

- **Checks** are made payable to KSR Pet Care. Payment is sent by mail before the start of service. With prior alert, payment can also be left on the first day of service in a sealed envelope. There is a \$25 fee for returned checks.
- **Credit card (VISA, Mastercard, Discover)** payments are accepted via fax or telephone only. For security reasons we advise not to send credit card numbers by email or leave it in a note at your house. Before or on the first day of service we require your credit card payment details (fax, phone). Credit cards are charged on the first Friday of each month. A confirmation receipt will be sent to you. For monthly contracts or extended sitting (i.e. more than 1 week), your credit card is charged on the first Friday of the month.
- For your convenience and peace of mind, we also offer the possibility of a **credit card authorization form** authorizing automatic or recurring payments after disclosure of the full charges in an invoice by email or mail. This form authorizes us to charge your card at the stated due date(s).
- Pay by **PayPal** online secure payment service is available from anywhere worldwide on the KSR Pet Care website www.ksrpetscare.com

- With prior agreement of KSR Pet Care only, the full amount of cash payment can be left on the first day of service in a sealed envelope.

RATES

Our rates are competitive with other bonded and insured businesses in the area. Due to the high demand for service, we ask for Federal Holiday surcharges. Rates are subject to change without prior notice. For the most up-to-date overview of services and rates, please check our website at www.ksrpetcare.com or [click here](#).

CANCELLATIONS

There is no charge for cancellations made 24 hours in advance. Same day cancellations involve the fee of a one-visit value. Exception for [Federal Holidays](#): due to high demand of service, cancellations must be received 2 days in advance, or the full amount of the visit will be charged. Cancellations for boarding and extended service (this is, 7 days or more) must be received at least 7 days in advance, or 50% of the full invoice will be charged.

HEALTH & HYGIENE

Although we are not veterinary technicians, we consider it our responsibility to observe your pet's health and alert you in our service log if we notice anything unusual about the appearance, behavior or the stool of your pet that might suggest an illness. We are responsible and prepared: we always carry a first-aid kit. We also ask all our customers to provide us with emergency and veterinary details, so we know what to do if something happens that cannot wait.

KSR Pet Care staff considers it their duty to be hygienic and eliminate germ spreading by washing or sanitizing hands after each pet visit. We always carry a hand sanitizer with us in our car. Antibacterial soaps and hand sanitizers are designed to offer the extra protection of killing germs. We follow the guidelines of the *Centers for Disease Control and Prevention* and of the *Soap & Detergent Association*: <http://www.cdc.gov/cleanhands/> and <http://www.cleaning101.com/handhygiene/>

VACATION / ILLNESS

KSR Pet Care will announce closing of its offices for vacations or other absences at least 3 weeks in advance and make a general announcement to all its current clients via email, newsletter and website.

For monthly contracts and daily/weekly dog walking, we will consult with the client directly and propose the service of a recommended sitter/walker who works for KSR Pet Care as an insured and bonded independent contractor. For the convenience of our clients and to avoid another consultation session, the walker/sitter will be personally introduced to each pet that requires service, by KSR Pet Care - free of charge. If the client chooses to meet with the walker/sitter directly, a fee applies. Before the start of the service KSR Pet Care will contact the client and provide the name and contact information of the back-up sitter/walker.

In case of illness or emergency unavailability of your sitter/walker, you will be contacted as soon as possible. At that time, service can be cancelled without fee, or upon availability back-up service can be arranged by KSR Pet Care.
