



SERVICE POLICY



Effective: May 16, 2011

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 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. Before or on the first day of service we require your credit card payment details (name on the card, address, card#, exp date and CVV)). Credit cards are charged on the first Friday of each month. You can sign up for recurring or one-time credit card payment.
- Only for last-minute and one-time payments: Pay by **PayPal** online secure payment service is available from anywhere worldwide on the KSR Pet Care website www.ksrpetcare.com; only for last-minute and one-time payments.

RATES

Our rates are competitive with other bonded and insured businesses in the area. Due to the high demand for service, we ask for Holiday surcharges including all **Federal Holidays, Christmas Eve, Christmas day, New year's eve and New Year's day**. 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 with at least 24 hour notice. All cancellations must be in writing. We assign 2-hour time frames to your appointments and therefore the 24 hours is calculated starting with the start time of your time frame.

Same-day cancellations or after 5:00 PM the day before the appointment (regardless the time frame) will incur the cost of the visit(s). Explanation: our offices close at 5:00 PM, so if you send us a notification after 5:00 PM we will only be able to alert the sitter the following morning. Thank you for your understanding!

Exceptions to the 24-hour notice rule apply for

- Monday appointments. Our offices are closed on the weekend and although we sometimes do check our email, we cannot guarantee it. We therefore request cancellations for Monday by closing of business on Friday.
- Temporary suspension or cancellation of your recurring monthly dog walking service of 10 days or more: please cancel with a 2-week notice, or two weeks of walking will be due
- Holiday periods: for appointments during a period that includes a Holiday, cancellations are due 7 days in advance, or 50% of the full invoice is due
- Cancellations for boarding and extended pet sitting service (this is, 7 days or more) must be received at least 7 days in advance, or 50% of the full invoice is due

These exceptional charges are implemented as a courtesy to your sitter who is losing income without time to replace it with another.

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/>

BACK-UP

In case of illness or emergency unavailability of your regular/primary sitter/walker, your secondary/back-up sitter or walker will automatically step in. In case both sitters/walkers are unavailable, we will contact you as soon as possible. At that time, service can be cancelled without fee, or upon availability and with timely notice, KSR Pet Care will arrange another sitter/walker to meet the home and pets before doing service. We never send sitters/walkers to a house they are not familiar with.

For the convenience of our clients, the walker/sitter will be personally introduced to each pet that requires service, by KSR Pet Care staff- free of charge. If the client chooses to meet with the walker/sitter directly, a consultation 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.