



Pet & House Sitting Service -- Fee Schedule

Service	Fee
Initial Interview & Account Activation– For All New Clients In-home Care Update for Existing Clients with New Pets, Care or Home Changes	\$30 per initial interview or in-home care update <i>(Plan an hour to meet your sitters as well as review and document your pet and/or home care needs. Depending on your assigned team, we will ask for 2 or 3 sets of keys to be tested and ready for us--one key for our office for emergency use, one each for your sitter & backup sitter. Extra trips for key pickup or second interviews will incur an additional charge.)</i>
Pet Sitting Visits– Typical Visit Time (30 minutes)	\$25 per visit up to 30 minutes <i>(Our minimum visit scheduled for pet sitting services is up to 30 minutes. All pets must be seen at least once per day. No extra charge for multiple pets, dog walks, medication administration or household tasks that can be accomplished in a 30 minute timeframe.)</i>
Pet Sitting Visits – Extended Visit Time (45 minutes) (60 minutes)	\$37 per 45-minute visit \$50 per 60-minute visit <i>(These visit options are for multiple pet households requiring more than 30 minutes to complete. They may also include situations where pets are to be walked separately or longer visit time/walks are needed or requested.)</i>
Pet-to-Vet or Emergency Medical Transport	\$25 per 30 minutes of service
Pet Errand, Shopping or Other Services by Client Request	\$25 per 30 minutes of service
Outside Service Area	<i>Outside service area per visit charge to be determined on a case by case basis.</i>
Walk-in During Severe Weather	\$25 per 30 minutes of service
House Sitting Visits	\$23 per 20-minute visit <i>(Home care with no pet care—extended time may be needed depending on assignment.)</i>
Key Pick Up and/or Drop Off	\$22 per trip
Key Duplication	\$6 per key
Key Mail Back To Client	\$6 per set

Note: A 25% Holiday Surcharge will apply on New Year's Eve & New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve** & Christmas Day.*

***New Year's Eve and Christmas Eve visits after 2 pm are considered Holiday visits.*

The Sitters: Cancellations and Other Fees

Cancelled Services	
No Cash, Check, or Credit Card Refunds	<p>Please be aware that if prepaid scheduled services are cancelled with at least 2 hours notice, we will issue credit for future pet or house sitting services within the policy guidelines below.</p> <p>No cash, check or credit card refunds will be issued.</p> <p>All pet or house sitting credits must be used within one year of the month of cancellation.</p>
Holiday Cancellations With 7+ days notice With less than 7 days notice	<p>50% credit toward future pet sitting services No credit for future services</p>
Vacation and Business Trip Cancellations With 2+ days notice With less than 2 days notice	<p>100% credit toward future pet sitting services Full credit toward future services less \$25 cancellation fee</p>
Dog Walking Cancellations With 2+ hours notice With less than 2 hours notice	<p>100% credit toward future pet sitting services No credit for future services</p>
Severe Weather Cancellations	100% credit toward future pet sitting services
Other Fees	
Same Day Service	\$25 same day service fee will be added to visit charges for that day (<i>for services scheduled with less than 24 hours notice</i>)
Returned Checks	\$45 returned check fee
Failure to Prepay or Failure to Pay by Due Date on Invoice	\$45 administrative fee

Prices subject to change
Updated 5/1/19