Stay At Home Pets LLC

2024 Payment & Cancellation Policies

NEW CUSTOMERS:

Payment IN FULL is required at the time of booking your first service and is NON-REFUNDABLE.

In the unfortunate event that you need to cancel and you have provided more than 14 days notice you will be eligible for 50% of the total to be applied towards future visits (within 90 days of cancellation).

EXISTING CUSTOMERS (in good standing):

A 50% NON-REFUNDABLE deposit is required within 60 days for all services greater than 2 days in duration. Should you need to cancel for any reason, the deposit may be applied to future Stay At Home bookings for 90 days. After that time, the monies are forfeited.

CANCELLATIONS

In the unfortunate event that you need to cancel and you have provided more than 14 days notice, you will be eligible for 50% of the total estimated charges to be applied towards future visits (within 90 days of cancellation).

Any cancellation with less than 48 hours notice from the start of the visit time window - payment in FULL is required and is NON-REFUNDABLE

HOLIDAY FEES

Additional $50/day with overnight booking or $15/drop-in visit for services on the day before, of & after the following major holidays: Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas & New Years

ALL pet care that spans over a MAJOR HOLIDAY must be paid for IN FULL at the time of booking.

Services are NOT booked and availability CANNOT be guaranteed until we receive payment in accordance with the above listed policies.

Due to the high demand for services, no exceptions to our payment policies will be made.

I _____ have read, fully understand and agree to these policies.

Signature _____ Date_____