



Kritter Care Policies & Procedures

- ♥ We reserve the right to arrive 45 minutes before or after clients requested time(s) unless a range has already been provided. This range allots for traffic delays, weather, etc.
- ♥ We offer one free consultation to meet you and your pets. If you feel that more than one is necessary we will have to charge accordingly.
- ♥ We request that all clients call (910) 620-9671 upon arriving home. This ensures the safety and well being of your pets. If we have not heard from you by the time the next scheduled visit is to happen we will continue to go and charge accordingly.
- ♥ We have 4 options for key retrieval and they are as follows:
 1. Clients may give us a key to keep in our office lock box. Please know that our insurance will cover the replacement of keys and house locks if lost or stolen.
 2. Clients may hide a key for us to retrieve at first visit in a place where you feel most comfortable. Please know that we will not be responsible for anything happening to the key before our pick up.
 3. Clients may bring their key to our lock box that is located on the door of our office. Please call for further instruction if you choose this option.
 4. Clients may request that we pick up and drop off their key each time we take care of your pets. Please know that if this is the option you choose there will be a charge of \$5.00 per pick up and/or drop off.
- ♥ We charge an additional \$3.50 per visit for out of covered area. These areas include Porters Neck, Castle Hayne, and over all area bridges.
- ♥ Our extra pet policy is an additional \$3.00 per visit for every cat over 3 and \$5.00 per visit for every dog over 2. There may be additional charges to care for other critters and this will be determined at time of consultation.
- ♥ We charge double for all services on major holidays. We recognize the following as major holidays: New Years Eve, New Years Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.
- ♥ We will assess a \$25.00 fee for all returned checks.

Kritter Care

In Your Home Pet Sitting



- ♥ Until proper credit has been established with Kritter Care, full payment of services will be required 48 hours prior to services rendered.
- ♥ We reserve scheduled time for your pets, therefore there are no refunds if you choose to come home early. We will have to charge for visits agreed upon at time of consultation and/or reservation. Any reservation cancelled with less than 48 hours notice will be subject to a cancellation fee of 50% of the total amount due.
- ♥ In order to efficiently plan a schedule, 48 hours notice is required to reserve time for your pets. Any reservation made with less than 48 hours notice will be subject to a \$10.00 late reservation fee.
- ♥ We are thankful to all of you who continue to sing our praises therefore we are offering a referral program. For every new client you refer you will receive \$5 in Kritter Care bucks to use towards future services.

Please sign below that you have read and agree to above policies and procedures.
Thank you for your business and continued support.

(Kritter Care client signature)

(Date)