**OUR POLICY ON POLICIES**

**Piper’s Paws in Motion’s terms, conditions and policies were built with a purpose – to protect your pets, your pet sitter, and the company.**

**We will bend over backwards to provide the best pet care, but we cannot bend on our policies, rates, or terms and conditions in the contract.**

 **SCHEDULING POLICY**

All scheduling is booked directly with Susan. Please make sure you have received a confirmation for your scheduled service.

* We do not accept bookings by texts or booking directly with our dog walkers and pet sitters other than Susan.
* It is best to update your schedule by Sunday for the upcoming work week.

We recommend scheduling in advance. Same day requests can at times be difficult to squeeze in.

Scheduling is done in time blocks. We do not book exact times.

Please book early!

**SERVICE HOURS** - 9AM – 9PM Monday – Sunday (extended hours available)

**EARLY MORNING/LATE NIGHT Walks/Slip-ins** – We do offer early and late slip-ins/walks. These services require an additional $5 fee and must be approved before scheduling.

**PAYMENTS**

We accept all major credit cards through Venmo, PayPal, Zelle and Cash App.

* A 4% service fee will be added to these payments.

We also accept cash at no additional fee. An envelope will be provided to those who use our services regularly.

**ALL SERVICES MUST BE PAID FOR IN ADVANCE.**

**TIPS** – We do allow tipping and even encourage it. If you are pleased with our service, feel free to let us know. (Let us know any challenges as well.)

**CANCELLATION POLICY**

The cancellation policy is as follows and will be enforced to cover administrative time and expense.

1) For dog walking clients services must be canceled 24 hours in advance of the service to avoid a 50% - full price cancellation fee. (We realize things come up, so we have a one-time courtesy cancel at no charge for walks and slip-ins every 6 months.)

2) Overnight care must be canceled 48 hours in advance to receive a credit or refund minus 15%. Cancellations within 48 hours will be billed at the regular rate.

3) Clients who leave late or return early from a trip early will not receive a refund for canceled services. A credit may be given for cancellations more than 48 hours in advance less 15%**.**

**4) If a service is not canceled prior to 24 hours and we show up, you will be charged the full price of service.**

5) Weather – Cancellations because of weather will be billed at the regular rate.

* The cancellation policy will be enforced to cover administrative time and expense. Please understand that the Company’s team made time for your visits and may have turned other people down to allow time for your pets.

**ACCESS/KEY POLICY**

**LOCK BOX** -We encourage having a lock box. A lockbox is one of the most secure ways to allow our walkers access. If using a lockbox, we suggest having two sets of keys, one set of keys to be placed at your property in the box and a duplicate copy to be kept at the PPIM office as a backup. For keys that cannot be duplicated we require the use of a lock box. If your building prohibits a lockbox, we will work with you directly for a solution. You may provide your own lockbox, or you can rent one from us for $15 total for the duration of the time you use our services. During the meet and greet we will discuss access options and lock box codes.

**DOOR CODES** – Please provide a door code unique for our walkers. You should submit this code on the “getting to know you” and registration forms. Any development or apartment building entrance codes should be listed there as well.

* We cannot be responsible for keys hidden under a mat or rock, etc...
* All lockbox and door access codes should be indicated during the meet and greet and left on file with PPIM.

Should we be unable to access your home you will be charged 100% of the service fee.

**KEY RETURN FEE**

In case you discontinue our services, we will return your keys by mail upon request. Return arrangements of PPIM’s rented key box can be scheduled through text. Any costs to return keys may be invoiced to the customer.

**REFUNDS**

generally, refunds are not issued UNLESS Needed by PPIM.

**Will I receive a refund if I leave later than expected or return early?**

No, please understand that we have made time for your visits and may have turned other people down to allow time for your pets. We appreciate your understanding in this matter. We are unable to provide refunds.

**In the rare occasion that PPIM cannot a complete the service**, the refund will be returned on the method of payment used to book our service less any fees or may be held as a future service credit if the client desires.

**CHARGES & FEES**

**REGISTRATION FEES**

There is a one-time registration fee to cover administrative costs. $15

**EARLY MORNING/LATE NIGHT and WEEKEND FEE**

Our typical business hours are from Monday – Friday 9:00AM – 9:00 PM. If you need a service beyond those hours, we can complete services from 9PM – Midnight and 5AM – 9AM, Saturday or Sunday for an additional $5.00 fee.

**OVERNIGHT FEE**

Ranges from $15 - $25 added to service

**Boarding Pick-up time**: 10 AM Any pets not picked up by 10 Am will be charged for an additional day.

**TRAVEL FEE**

We have a pre-rated mileage/fuel/time chart by zip code for longer distances/time away from our base location. This fee is charged per service and is to cover a portion of the time, mileage, and rising fuel costs.

The travel fees are as follows:

Salisbury $0

Fruitland $0

Delmar $3

Laurel $6

Snow Hill $5

Berlin $5

Ocean Pines $5

Ocean City $6

West Ocean City $5

Selbyville $7

Whaleyville $5

Assateague Island $10 plus entry fee\*

Willards $4

Pittsville $3

Parsonsburg $2

Rehoboth $10

Fenwick $9

Dewey $10

Pocomoke $5

Georgetown $10

Princess Anne $3

Eden $2

Lewis $10

Others as needed

\*Entry fee-ONLY CHARGED IF WE HAVE TO ENTER PARK TO PICKUP PET

HOLIDAY FEES

We charge a holiday fee of $15 per visit on the following holidays:

New Year’s Eve

New Year’s Day

Easter

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas Eve (all day)

Christmas Day.

* When a holiday is observed on a weekend the Fri – Monday is reserved at the holiday rate.
* The week between Christmas and New Year’s Eve is considered a holiday week and will be charged $5 additionally for each service.

Our pet caregivers will be taking time away from their loved ones on these special days to care for your loved one.

**FOOD PROCUREMENT FEE**

In case there is not enough food left for your pet, we will notify you and then head to the pet store to purchase more. You will be provided with the receipt and invoiced for the cost of food plus a $20 transportation fee.

**SEVERE WEATHER SERVICE CHANGES**

If the Federal Government or Wicomico County Schools close, we will plan to close for walks. We will reach out to all scheduled pet parents to learn and discuss if arrangements are still needed and will plan on an as needed basis.

* If a severe flood or snowstorm is upon us and you have a pet sitting scheduled, we may need to arrive early to ensure that we can get to your pets to provide service.
* Please plan to shovel your driveway and/or sidewalk as we are unable to assist and may not be able to complete the service.

All fees subject to change

Revised 4-10-22