

POLICIES

HOURS: Office hours (Mon-Sat 9am-9pm / Closed Sunday). Pet sitting hours (8am-9pm Everyday). Overnights (10pm-7am Everyday). Midday Dog Walking (Mon-Fri 11am-3pm). Some hours may be amended due to the nature of our business and the need for downtime.

SERVICE AREA: We normally work within 5 miles of our home in the Page Park / BethPage area of Morrisville NC (near Crown Pkwy & Chin Page Rd.)

NEW CLIENTS: MUST SCHEDULE A MEET & GREET BEFORE ANY SERVICE CAN BE PROVIDED OR CONFIRMED. Please call us to schedule a meeting which normally lasts 30-45 minutes. This service is free of charge to new clients when scheduled in advance (see 'extras' for details) and allows an opportunity for us to get acquainted, to discuss your pet care routine, address any questions, create your client profile, and verify access to the home.

****Please have a house key ready for our meeting****

OUR MODEL is time based and all-inclusive. Yay! So, there are no extra fees for 'additional pets', or to administer medication, or to care for your home like it were our own. We also collect mail and packages, curb trash, rotate lights & blinds, and perform light housekeeping so you come home to a tidy space. We just ask that you schedule enough time for any miscellaneous requests beyond pet care, such as watering house plants and garden, errands or other chores. Additional fees do apply during the holidays, for mileage outside of our normal service area, and for visits outside of normal pet sitting hours.

PAYMENTS:

- **We accept Cash, Check, Zelle, ApplePay & Venmo (@aunthope).**
- **DEPOSITS:** Prepayment is required to hold reservations for: Holiday bookings, for any service that includes an Overnight, for New Clients, and for clients with a history of cancellations.
- **PAYMENTS (CASH OR CHECK):** Full payment is due at the time of the first scheduled visit and should be left out for the pet sitter to collect upon arrival. For clients paying after services are rendered- the client agrees to deliver payment to our business address by the due date.
- **PAYMENTS (ELECTRONIC):** Client will receive a payment request and the balance is due within 5 days of invoice. Steady clients will be billed bi-weekly.

EXTRAS:

- **MEET & GREET CONSULTATION:** Free to new clients when scheduled in advance (of one week) / \$25 for short notice consultations (with 7 days or less notice) / \$25 for additional consultations beyond the first / \$35 for short notice holiday consultations (with 14 days or less notice).
- **MILEAGE / OUT OF SERVICE AREA:** \$1 per mile is added for visits beyond 5 miles of travel. This fee compensates your sitter for the additional travel time and mileage required to reach your destination. Fee is applied one way/ per trip/ from the intersection of Crusaders Dr. & History Pl., Morrisville NC 27560.
- **HOLIDAY RATES:** See holiday rates section for details.
- **LATE NIGHT & EARLY MORNING VISITS:** \$3 added to each visit requested outside of normal pet sitting hours.
- **KEY or PAYMENT PICK-UP & DROP-OFF SERVICE:** Client agrees to deliver keys or paper payments to our business address. If you would like us to schedule a trip to your home, there is a \$20 trip fee.
- **SHORT NOTICE BOOKINGS (72 hrs or less notice):** We welcome spontaneous requests but please note that the schedule fills quickly. We ask clients as a courtesy to book in advance to secure availability and to give us enough time to respond and shift our schedule and routes.
- **PET TAXI / ERRANDS / PET SUPPLY RUN/ VETERINARY VISITS / WAIT TIME:** Billed according to our dog sitting rates per total time + 50¢ per mile. Taxi service allocates time for special requests and for airing your pet before and after the journey.
- **PARKING COSTS:** Billed at actual cost.
- **RETURN CHECK FEE / PAYMENT DISPUTES:** \$35 per incident.
- **LATE PAYMENT FEE:** See terms of service.
- **NOTE:** The fees listed may be compounded (ie. Standard rate + mileage + holiday rate + late night visit = \$ X). Discounts are not available during weekends or during any of the dates listed in the 'holiday cancellations' section; all appointments are billed at the full rate plus any applicable fees.

CANCELLATION POLICY:

- Reservations are taken on a first-come/ first-serve basis. The schedule is limited to a manageable volume so that we may offer the highest personalized care. Cancellations made on short notice are unlikely to rebook, and other clients who have tried to schedule during your reserved time are turned away.
- The cancellation policy also applies to late departures, early returns, tentative appointments, and short notice changes. Payment will be due for the original dates & times scheduled.
- Cancellations made to a series of services (ie. a week long trip) will be charged for the entire trip. The notice required is the number of days/ hours listed before the first scheduled visit.
- We do not offer credits or refunds unless cancellations are made with the appropriate notice.
- There is a strict cancellation policy for overnight pet sitting due to the limited availability and premium nature of this service. Overnights generally book months in advance and require consideration in planning ahead. Any service including an overnight stay requires at least two weeks notice of cancellation for non-holiday reservations and three weeks notice for holiday reservations.

STANDARD CANCELLATIONS

- OVERNIGHTS: 14 days or less notice before the scheduled visit = 50% of all canceled services is due
24 hours or less notice before scheduled time = 100% of all canceled services is due.
- PET SITTING VISITS: 5 days or less notice before scheduled time = 50% of all cancelled services is due.
24 hours or less notice before scheduled time = 100% of all canceled services are due.
- MIDDAY DOG WALKS: 24 hours or less notice before scheduled time = 50% of the canceled service is due.
(M-F 11am-3pm) After 8am on the day of the scheduled service = 100% of the canceled service is due.

HOLIDAY CANCELLATIONS

- OVERNIGHTS: 21 days or less notice = 25% of the entire canceled services are due.
14 days or less notice = 50% of the entire canceled services are due.
72 hours or less notice = 100% of the entire canceled services are due.
- ALL OTHER SERVICES: 10 days or less notice = 50% of the entire canceled services are due.
72 hours or less notice = 100% of the entire canceled services are due.

Any reservation running through the following dates are subject to the holiday cancellation policy:

	2025	2026
MLK DAY	(Friday 1/17 - Monday 1/20)	(Friday 1/16 - Monday 1/19)
PRESIDENTS DAY	(Friday 2/14 - Monday 2/17)	(Friday 2/13 - Monday 2/16)
EASTER	(Friday 4/18 - Monday 4/21)	(Friday 4/3 - Monday 4/6)
MEMORIAL DAY	(Friday 5/23 - Monday 5/26)	(Friday 5/22 - Monday 5/25)
INDEPENDENCE DAY	(Thursday 7/3 - Sunday 7/6)	(Friday 7/3 - Monday 7/6)
LABOR DAY	(Friday 8/29 - Monday 9/1)	(Friday 9/4 - Monday 9/7)
THANKSGIVING	(Wednesday 11/26 - Sunday 11/30)	(Wednesday 11/25 - Sunday 11/29)
WINTER HOLIDAY	(Monday 12/22/25 - Sunday 1/4/26)	(Monday 12/21/26 - Sunday 1/3/27)

HOLIDAY RATES

- A \$5 surcharge is added to each visit OR a \$30 flat fee will be added (whichever is less), on the dates listed below.
- A \$10 surcharge is applied to each overnight on July 4th, Thanksgiving, Christmas Eve, Christmas Day, and New Years Eve.

	2025	2026
MLK DAY	(Sunday 1/19 - Monday 1/20)	(Saturday 1/17 - Monday 1/19)
PRESIDENTS DAY	(Sunday 2/16 - Monday 2/17)	(Saturday 2/14 - Monday 2/16)
EASTER	(Saturday 4/19 - Sunday 4/20)	(Saturday 4/4 - Sunday 4/5)
MEMORIAL DAY	(Sunday 5/25 - Monday 5/26)	(Saturday 5/23 - Monday 5/25)
INDEPENDENCE DAY	(Friday 7/4 - Saturday 7/5)	(Friday 7/3 - Sunday 7/5)
LABOR DAY	(Sunday 8/31 - Monday 9/1)	(Saturday 9/5 - Monday 9/7)
HALLOWEEN	(Friday 10/31 visits after 3pm)	(Saturday 10/31 visits after 3 pm)
THANKSGIVING	(Thursday 11/27 - Saturday 11/29)	(Thursday 11/26 - Sunday 11/29)
CHRISTMAS	(Wednesday 12/24 - Friday 12/26)	(Thursday 12/24 - Sunday 12/27)
NEW YEARS	(Wednesday 12/31 - Thursday 1/1)	(Thursday 12/31 - Friday 1/1)

SERVICES

A standard visit is at least 30 minutes.
20 minute visits are offered to Neighbors Only (within 2 miles of travel)

The base rates listed here will be adjusted: during the holidays,
for travel beyond 5 miles, and for after hours visits

PET SITTING & DOG WALKING

	* <u>20 MINUTE</u> VISIT	<u>30 MINUTE</u> VISIT	<u>45 MINUTE</u> VISIT	<u>60 MINUTE</u> VISIT	<u>OVERNIGHT</u> (10pm - 7am)
CATS and indoor pets	*\$18	\$22	\$26	\$30	\$60
DOGS and outdoor pets	*\$18	\$22	\$28	\$34	\$70

OUR MOST REQUESTED VACATION PACKAGES FOR DOGS (OR CUSTOMIZE YOUR OWN)

FOUR 30 MINUTE VISITS PER DAY	(breakfast + lunch + dinner + bedtime)	\$88
OVERNIGHT + TWO 30 MINUTE VISITS	(10pm-7am overnight + lunch + dinner)	\$114
OVERNIGHT + THREE 30 MINUTE VISITS	(10pm-7am + late morning + midday + dinner)	\$136

OVERNIGHT PET SITTING is a 9-consecutive -hour service from 10pm-7am. The pet sitter will stay at your home all night long to provide care and cuddles to your pets + add a layer of security and monitoring to your property. This service includes your pets' bedtime routine and late night potty breaks + their morning routine with breakfast and potty break. Any care desired outside the hours of 10pm-7am will need to be scheduled separately with additional visits.

ARRIVAL TIMES: We carefully assess the needs of each pet based on the urgency of care required. Special needs pets, puppies, and vacation dogs take scheduling priority. As a rule, we give a two-hour arrival window to offset any unexpected delays. However, we generally arrive within 30-60 minutes of your scheduled time.

OUR LOCATION

We normally work within 4 miles of our home in the Page Park / BethPage area of Morrisville NC (near Crown Pkwy & Chin Page Rd.) Destinations beyond 5 miles of travel will incur a milage surcharge.

