

AUNT HOPE'S PET CARE, LLC

Pet Sitting, Dog Walking, Overnight Care, Cat Boarding
15 Years Experience, Fully Insured & Bonded, Certified In First-Aid & CPR
Hope Polenica 574-855-6026 text or call www.aunthope.com

**ALL BOARDING SERVICES ARE BY APPOINTMENT ONLY and should be scheduled in advance
MONDAY - FRIDAY (7AM-7PM) / SATURDAY - SUNDAY (8AM-2PM).**

- We may have limited hours during holidays and other periods due to the nature of our business and are closed to the public: New Year's Eve (at 2pm), New Year's Day, Easter Sunday, Independence Day, Halloween (at 2pm), Thanksgiving Day, Christmas Eve (at 2pm), Christmas Day.
- It is important to be punctual to your scheduled arrival time as your pet sitter normally has additional appointments throughout the day. If you are running late, please understand that rescheduling may be necessary.

BOARDING FOR CATS

All boarding services include: use of litter boxes, cat litter, pet beds, blankets & towels, stainless steel or ceramic bowls. Feeding up to three meals daily, administration of non-forcible medication, periodic updates and pictures, light grooming, daily playtime, classical music, TV in every room, and of course, lots of love and attention.

| Non-holiday Rates | 1-10 nights | 11-20 nights | 21+ nights |
|-------------------|-------------|--------------|------------|
| Single Cat: | \$20 | \$16 | \$12 |
| Per Add'l cat: | \$16 | \$12 | \$8 |

 **Holiday Periods** are billed at the full rate of \$20 per pet, regardless of the length of stay 

BOARDING CHECK-OUT: BY 2PM

- Rates are billed on a per night basis like a hotel.
- Late Check out: After 2pm - 1/2 day boarding charge is added.
After 7pm - 3/4 day boarding charge is added.

ADDITIONAL SERVICES & FEES:

- Nail Trim: \$5 per pet
- Sub-Q fluid therapy: Administering subcutaneous fluids carry an additional fee of \$5 per dose.
- Pet Taxi/ Veterinary Appointments/ Pet Supply Run/ Errands: Billed same as pet sitting rates per time + mileage.
- Wait time: \$5 for each 10 minutes of wait time that your pet sitter is on stand-by (ie. veterinary appointments, tardy client).
- Late Payment Fee: \$1 per day shall be billed for any late payments.
- Return Check Fee: \$35

PAYMENTS & DEPOSITS:

- We accept Cash, Check, Venmo & ApplePay.
- Deposits: New clients and clients with a history of cancellations are asked to make a deposit equaling one full night of pet care. Deposit is due at booking in order to guarantee service.
- Short term care- Full payment is due at the time your pet is picked up.
- Long term care- weekly, bi-weekly or monthly payment plans should be arranged prior to boarding. Installments are collected during the time your pet is under our care and any remaining balance is due at departure time.
- Discounts: Any and all discounts do not apply during holiday periods. Full boarding rate of \$20 per cat is charged during holiday periods regardless of the number of boarding days.
- Holiday Payment & Deposits: Full payment for all holiday reservations is due at the time of booking or by the date specified by your pet sitter in order to secure the reservation. If full payment is not received by the due date, your reservation and any partial deposit will be forfeited.

CANCELLATION POLICY (Non-Holiday):

We are a small business and reservations are taken on a first-come/ first-serve basis. Cancellations made with little notice are unlikely to rebook, and other clients asking for your reserved space may have already been turned away. Because of this, we are unable to offer refunds or credits for short notice changes.

- Boarding: 24 hours or less notice will incur a cancellation fee equaling one full night of boarding.

CANCELLATION POLICY (Holiday Periods)

Cancellation fees are non-refundable and no credits are given if the holiday reservation is cancelled or shortened without adequate notice, for any reason. To avoid penalty, all cancellations or changes should be made at least 11 days PRIOR to the first day of the reservation (ie. A reservation for 12/24 should be cancelled or shortened by 12/13).

- All Services: 11 days PRIOR to check-in day = full refund
10-8 days notice = 25% of all canceled portions of the reservation (max fee \$75)
7-6 days notice = 50% of all canceled portions of the reservation (max fee \$150)
5 days or less notice = 100% of all canceled portions of the reservation (max fee \$300)

HOLIDAY PERIODS

2022: Easter weekend (4/15-4/18), Mother's Day (5/7-5/8), Memorial Day weekend (5/27-5/30), Fathers Day (6/18-6/19), Independence Day weekend (7/1-7/4), Labor Day weekend (9/2-9/5), Thanksgiving week (11/22-11/27), Christmas & New Year holiday (12/22-1/8).

2023: Easter weekend (4/7-4/9), Mother's Day (5/13-5/14), Memorial Day weekend (5/26-5/29), Fathers Day (6/17-6/18), Independence Day weekend (6/30-7/4), Labor Day weekend (9/1-9/4), Thanksgiving week (11/21-11/26), Christmas & New Year holiday (12/22-1/7).

*Prices and policies are subject to change without notice *