

POLICIES

AUNT HOPE'S PET CARE LLC

FULLY INSURED, BONDED and TRAINED IN PET FIRST-AID & CPR
MATURE, DEPENDABLE, LOCAL, FEMALE-OWNED SMALL BUSINESS

OFFICE HOURS: Monday - Friday 8 am - 8 pm

PET SITTING HOURS: 8 am - 9 pm Everyday | Overnights 10 pm - 7 am Everyday.
Some hours may be amended due to the nature of our business and the need for downtime.

SERVICE AREA: I normally work within 5 miles of my home @ History Pl. & Crusaders Dr.
Please scroll down to view a map of our location or use the booking link to access an interactive map.

NEW CLIENTS: AN IN-PERSON MEETING IS REQUIRED BEFORE ANY SERVICE CAN BE CONFIRMED OR PROVIDED. Meetings typically lasts 30-45 minutes and we will 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. This service is free of charge to new clients when scheduled in advance. A fee applies to short notice meetings, and to additional consultations beyond the first.

OUR MODEL is time-based and all-inclusive...Yay! That means NO extra fees for additional pets, for administering medication, for short-notice requests, or caring for your home as if it were our own. We simply ask that you schedule enough time to cover any non-pet-related tasks such as watering plants, tending the garden, errands, or other special requests.

ADDITIONAL SERVICES & FEES

- MEET & GREET CONSULTATION:** Free to new clients when scheduled in advance / \$26 for short notice consultations (with 7 days or less notice before pet care is expected to begin) / \$30 for short notice consultations around Thanksgiving, X-Mas, New Year, and July 4th (with 14 days or less notice before pet care is expected to begin) / \$20 for additional consultations beyond the first.
- MILAGE / OUT OF SERVICE AREA:** \$1 per mile is added to visits beyond 5 miles of travel. Charges are applied one way/ per trip/ from the intersection of Crusaders Dr. & History Pl., Morrisville NC 27560.
- HOLIDAY RATES:** See "holiday rates" section below for details
- AFTER HOURS VISITS:** \$6 added to each visit requested outside of the normal pet sitting hours of 8am-9pm.
- SHORT NOTICE BOOKINGS:** I welcome spontaneous requests whenever possible. But, please keep in mind the schedule fills quickly. As a courtesy, I encourage clients to book in advance.
- PICK UP/ DROP OFF SERVICE for KEYS OR PAYMENT:** Client agrees to deliver keys or paper payments to our business address. If you would like me to schedule a trip to your home, their is a \$20 trip fee.
- PET TAXI / ERRANDS / PET SUPPLY RUN/ VETERINARY VISITS / WAIT TIME:** 50¢ per mile + \$22 - 20 min / \$26 - 30 min / \$34 - 45 min / \$42 - 60 min. Taxi service allocates time for special requests and for airing your pet before and after the journey.
- POOP SCOOPING SERVICE IN YOUR YARD:** \$20 for average scooping / \$25 for heavier loads. We will visit your yard and address the mess.
- 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. Our standard rate + mileage + holiday rate + after hours visit = \$ X).

CANCELLATION POLICY

Reservations are taken on a first-come/ first-serve basis. We keep the schedule limited to a manageable volume so that we may offer the highest level of personalized care. Cancellations made on short notice are rarely re-booked, and the time that was originally reserved for your pet prevents others from scheduling on our calendar during that time.

- SCHEDULING CHANGES:** The cancellation policy applies to any adjustments including – rescheduling, late departures, early returns, tentative bookings, shortened trips, or other change in plans. Payment will be billed for the original dates and times reserved in accordance with our policies. We do not offer credits or refunds unless cancellations are made with sufficient notice..
- MULTIPLE-DAY BOOKINGS:** For cancellations involving multiple-day bookings (ie. a week long trip), the full amount of the original reservation is subject to the cancellation policy. In addition, once pet sitting has commenced, the entire reservation will be billed in total regardless of shortening the trip.
- CANCELATION NOTICE:** Is determined by the number of days or hours given Before the First scheduled visit or series of visits
- OVERNIGHTS:** 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. All services that include an overnight stay require at least two weeks or more notice of cancellation.
- TENTATIVE APPOINTMENTS:** We are unable to hold the schedule for soft bookings in fairness to all clients and team. Once an appointment is placed on our calendar – tentative or otherwise – it occupies a time slot that is unavailable to others. Therefore, all requests are subject to our standard policies. Alternatively, we cannot guarantee availability on short notice.
- FREQUENT CANCELLATIONS:** A client with a history of cancellations may be asked to make a non-refundable deposit upon booking. Chronic cancelers may be removed from our schedule entirely.

STANDARD CANCELLATIONS

- MIDDAY DOG WALKING (MONDAY - FRIDAY 11 AM - 3 PM) :**
24 hours or less notice before scheduled time = 50% of the canceled service is billed.
After 8am on the day of the scheduled service = 100% of the canceled service is billed.
- STANDARD VISITS and VACATION PET SITTING:**
6 days or more notice before the first scheduled visit = no charges for canceling.
5 days or less notice = 50% of the total cost of the canceled services are billed as a cancellation fee.
24 hours or less notice = 100% of the total cost of the canceled services are billed as a cancellation fee.
- OVERNIGHTS (and any pet sitting that includes at least one overnight) & LONG TERM CARE (of 10 days or more of pet sitting even if no overnights are included):**
15 days or more notice before the first scheduled visit = no charges for canceling.
14 days or less notice = 50% of the total cost of the canceled services are billed as a cancellation fee.
24 hours or less notice = 100% of the total cost of the canceled services are billed as a cancellation fee.

HOLIDAY CANCELLATIONS & APPLICABLE DATES

- ALL SERVICES FOR INDEPENDENCE DAY, THANKSGIVING, AND WINTER HOLIDAY DATES:**
Require at least 3 weeks notice of cancellation.
22 days or more notice before the first scheduled visit = no charges for canceling.
21 days or less notice before the first scheduled visit = 50% of all canceled services are due.
7 days or less notice before the first scheduled visit = 100% of all canceled services are due
- ALL OTHER DATES LISTED HERE / FOR ALL SERVICES:**
15 days or more notice before the first scheduled visit = no charges for canceling.
14 days or less notice before the first scheduled visit = 50% of all canceled services are due.
7 days or less notice before the first scheduled visit = 100% of all canceled services are due.

- Reservations running through any of the following dates are subject to the holiday cancellation policy:

	2026	2027
MLK DAY	(Friday 1/16 - Monday 1/19)	(Friday 1/15 - Monday 1/18)
VALENTINES DAY	(Friday 2/13-Sunday 2/15)	(Saturday 2/13 - Monday 2/15)
PRESIDENTS DAY	(Friday 2/13 - Monday 2/16)	(Friday 2/12 - Monday 2/15)
EASTER	(Friday 4/3 - Monday 4/6)	(Friday 3/26 - Monday 2/29)
MOTHERS DAY	(Saturday 5/9 - Sunday 5/10)	(Saturday 5/8 - Sunday 5/9)
MEMORIAL DAY	(Friday 5/22 - Monday 5/25)	(Friday 5/28 - Monday 5/31)
FATHERS DAY	(Saturday 6/20 - Sunday 6/21)	(Saturday 6/19 - Sunday 6/20)
INDEPENDENCE DAY	(Friday 7/3 - Monday 7/6)	(Friday 7/2 - Monday 7/5)
LABOR DAY	(Friday 9/4 - Monday 9/7)	(Friday 9/3 - Monday 9/6)
THANKSGIVING	(Wednesday 11/25 - Sunday 11/29)	(Wednesday 11/24 - Sunday 11/28)
WINTER HOLIDAYS	(Tuesday 12/22 - Sunday 1/3/27)	(Wednesday 12/22 - Sunday 1/2/28)

HOLIDAY RATES & APPLICABLE DATES

- MAJOR HOLIDAYS:** A \$6 surcharge will be added to each visit and \$20 added to each overnight on: July 4th, Thanksgiving Day, Christmas Eve, Christmas Day and New Years Eve.
- ALL OTHER HOLIDAY DATES POSTED BELOW:** A \$6 surcharge will be added to each visit and \$6 added to each overnight.

	2026	2027
MLK DAY	(Sunday 1/18 - Monday 1/19)	(Sunday 1/17 - Monday 1/18)
VALENTINES DAY	(Saturday 2/14)	(Sunday 2/14)
PRESIDENTS DAY	(Sunday 2/15 - Monday 2/16)	(Sunday 2/14 - Monday 2/15)
EASTER	(Saturday 4/4 - Sunday 4/5)	(Saturday 3/27 - Sunday 3/28)
MOTHERS DAY	(Sunday 5/10)	(Sunday 5/9)
MEMORIAL DAY	(Sunday 5/24 - Monday 5/25)	(Sunday 5/30 - Monday 5/31)
FATHERS DAY	(Sunday 6/21)	(Sunday 6/20)
INDEPENDENCE DAY	(Saturday 7/4 - Sunday 7/5)	(Saturday 7/3 - Sunday 7/4)
LABOR DAY	(Sunday 9/6 - Monday 9/7)	(Sunday 9/5 - Monday 9/6)
HALLOWEEN	(Saturday 10/31 visits after 3 pm)	(Sunday 10/31 visits after 3 pm)
THANKSGIVING	(Thursday 11/26 - Saturday 11/28)	(Thursday 11/25 - Saturday 11/27)
CHRISTMAS	(Thursday 12/24 - Saturday 12/26)	(Friday 12/24 - Sunday 12/26)
NEW YEARS	(Thursday 12/31 - Friday 1/1/27)	(Friday 12/31 - Saturday 1/1/28)

PAYMENTS

- We accept Cash, Check, Zelle &ApplePay. Payments made through our Venmo business account (@aunthope) are subject to a 1.9%+10¢ transaction fee per charge.**
- 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.

RATES

A STANDARD VISIT IS 30 MINUTES.

*20 MINUTE VISITS ARE OFFERED TO NEIGHBORS ONLY (within 2 miles of travel).

STANDARD VISITS (AT THE CLIENT'S HOME)					9 hr Sleep Over
	20 MINUTE VISIT	30 MINUTE VISIT	45 MINUTE VISIT	60 MINUTE VISIT	OVERNIGHT (10pm - 7am)
DOGS and outdoor pets	*\$22	\$26	\$34	\$42	\$80
CATS and indoor pets	*\$22	\$26	\$32	\$38	\$70

OUR MOST REQUESTED VACATION PACKAGES FOR DOGS (OR CUSTOMIZE YOUR OWN)	
FOUR - 30 MINUTE VISITS PER DAY — This package is ideal for most dogs when overnight sitting is not needed. It provides care for breakfast, lunch, dinner, and before bedtime.	\$104
OVERNIGHT + TWO 30 MINUTE VISITS PER DAY — this package offers extra cuddles with a 9-hour-overnight from 10pm to 7am. We will spend the night in your home and cater to your pets’ bedtime routine <u>and</u> their breakfast routine the following morning. It also includes two daily visits: for lunchtime care & for dinner time care.	\$132

OVERNIGHT PET SITTING

Is a 9-hour service from approximately 10 pm - 7 am. The 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 with late night potty breaks & cuddles + their morning routine with breakfast and potty break. Any care desired outside the hours of 10 pm - 7 am will need to be scheduled separately with additional visits.

MINIMUM VISITS FOR PET SITTING

Your pet’s safety and well-being are the number one priority. In order to ensure your pets are thriving, we require a minimum number of visits while you are away:

- * One visit per 24 hours.....for healthy adult cats and small animal species.
 - * Two visits per 24 hours.....for ailing cats and small animal species, and for most kittens.
 - * Three visits per 24 hours....for most healthy adult dogs.
 - * Four visits per 24 hours.....ailing dogs, crated dogs, puppies, and for pets requiring more frequent potty breaks.
- We do not offer vacation pet sitting to puppies less than 16 weeks old.
 - We will not agree to every-other-day cat visits, or twice-per-day dog visits while the client is out of town.

ADDITIONAL NOTES

- Due to vaccination status and developmental reasons, we do not provide vacation care to puppies less than 16 weeks old.
- Due to safety and liability concerns, we do not engage in pet-care-sharing with other providers, family, neighbors, and friends. If you believe your circumstances are unique, we may consider drawing up a written contract. In such cases, we will waive our liability and bonding insurance and cannot be held responsible or liable for the injury, death, loss of pet(s) and/or damage to the client’s property when a shared pet sitting arrangement has been agreed to.
- It is the client’s responsibility to notify us if any other persons will be present during the time we are scheduled to provide services and/or if any other persons will have access to the client’s property during the dates we are scheduled. If the client fails to notify us in a timely manner, we reserve the right to immediately terminate our scheduled visits and bill the client according to our cancellation policy.

ARRIVAL TIMES

- An exact arrival time is not guaranteed. While I do my best to honor your preferred schedule, I work independently and therefore cannot guarantee a precise check-in time. I generally arrive within 30-60 minutes of your scheduled time - which allows for flexibility in travel delays, unexpected situations, or scheduling triage
- The needs of each pet is carefully assessed based on the urgency of care required. Special needs pets, and those requiring time-sensitive medication will take scheduling priority. Cats will typically be cared for after the morning dog visits. Once-a-day visits will remain flexible on our calendar.

HOW TO SCHEDULE AN APPOINTMENT AND USE THE BOOKING LINK

- Visit www.aunthope.com and click on the booking link.
- Select the service you want, then select the date and time you want. Each visit will need to be entered individually.
- Create a profile (no payment information is required), or login to your existing account.
- Click Confirm, and an email will be sent to your inbox confirming the scheduled visit.
- If you do not receive the email confirmation, it is likely that your appointment has not been added to our pet sitting calendar. Please text or call us to confirm your booking(s).
- Their is an option to sync your scheduled appointments to your google calendar to keep track of our visits. However, [You may need to manually delete cancellations from your google calendar - certain calendar systems will add the reservation in, but may not automatically delete them for you.](#)

BOOKING GUIDELINES

- The booking system will not permit scheduling an appointment with less than 72 hours notice. For short notice booking text (574) 855-6026 with your request . Please include the calendar date(s), desired time of day, and number of minutes for each visit.
- The booking system will not allow cancellations with less than 7 days notice. Please text if you need assistance deleting your reservation.
- Overnight Pet sitting should be scheduled in the 9:30 PM time slot.
- You can make a reservation, a cancellation, or changes in two ways: 1.) login through the booking link on our website OR 2.) access your account using a previous booking email.
- Stay informed - please review the information on our website. Use of our services indicates your agreement with our policies and terms of service.

Pricing and policies are subject to change without direct written notice to the customer. Please stay informed by reading the pop-up when booking your next appointment. It will announce important dates and changes.

OUR LOCATION

We normally work within 5 miles of our home
(@ History Pl. & Crusaders Dr., Morrisville NC 27560).
Destinations beyond 5 miles of travel may incur a travel surcharge

