

Policies

Reservations must be made at least 48 hours in advance. Due to the length of time spent per visit, our pet sitters need adequate time to properly plan for scheduled visits. If any reservations are made less than 48 hours in advance, a \$20 fee will be added.

Cancellations must be made at least 24 hours before your pet sitters first visit. There will be a charge equal to the first visit if Cancellations are made after this time.

Reservations are on a first come/ first serve basis.

When circumstances arise that requires your pet sitter to add additional visits or spend time beyond the visit time scheduled, clients will be charged for additional services.

Payments must be made in full by your pet sitter's first visit. If paying by check or cash please leave it for the pet sitter to pick up when they arrive. If paying by credit card through our website (www.bigheartspetsitting.com) please make the payment before your departure.

Clients must contact us as soon as possible upon their return. If we cannot reach you (ex. 12 hours since last visit and no contact), our sitters are obligated to do an additional visit to ensure the safety and welfare of your furry companions (you will be charged, even if you are home.) Please take the time to call us upon your arrival home (and not 'on your way') to ensure that you have arrived home safely.

We do not like sharing duties with other persons and will not be held responsible for problems arising with your pets or home when someone we do not insure or know is involved. Please keep this in mind if and when you decide to share duties or allow other people in your home during our visit schedule. We must also be told their information and their times of arrival so as to not alarm our pet sitters.

Your consultation is free of charge. Any additional trips will require a \$15 fee.

Big Hearts wants to thank you for giving us the honor of sitting for your animal companions. Thank you for entrusting BIG HEARTS with your pet's care. I have reviewed these Policies and understand the contents of this form.

Client Signature: _____