

At Home, With Love - Policies as of January 2026



Services can be scheduled up to 7pm on calendar date prior to the service. Please note that after 7pm, only certain requests can be accepted for the following day (see Emergency Same-Day Booking Policy below). Last minute bookings and changes are accommodated to the extent possible.

Last Minute Booking/Change Policy: +\$5 to visit rate

- For regular service: applies to visits scheduled/changed on calendar date prior to the service, for the first 3 calendar days of the booking.
- For holiday service: applies to visits scheduled/changed with 7 days or less notice

Emergency Same-Day Booking/Change Policy: +\$20 to visit rate

- For traveling clients: Available when circumstances out of the client's control prevent the client from returning home on time (canceled flight, delayed train, car broken down, etc.). **In this case, we will absolutely ensure that someone is there for your pets.**
- For clients who are not traveling: Available for day-to-day emergencies - e.g. medical emergency, injury/accident, client or family member in hospital, emergency call-in to work (police, hospital staff, etc.) **In this case, we will do everything possible to accommodate your request.**
- Emergency same-day services are **NOT** available for same-day spontaneous trip planning (e.g. waking up and deciding to go to the beach). We require these types of requests to be submitted by 7pm the night before.

Cancellation Policy:

- If services are canceled with more notice than stated below, the client will not be charged. If services are canceled within the windows outlined below, the client will owe 50% of the total of the services.
 - Regular service, including weekends: 24 hours notice
 - Vacation service (5 days or more of services): 72 hours notice
 - Holiday service: 7 days notice

At Home, With Love - Holiday Schedule 2026



Holiday Rate = +\$5 to base rate of each visit

Premium Holiday Rate = +\$10 to base rate of each visit

2026 Holidays

April 5: Easter

May 10: Mother's Day

May 23-25: Memorial Day Weekend

June 21: Father's Day

July 3-5: Independence Day Weekend

September 5-7: Labor Day Weekend

November 26: Thanksgiving Day*

November 27-29: Thanksgiving Weekend

December 18-January 1: Christmas

December 24 and 25: Christmas Eve and Day*

*Premium holidays are indicated with an asterisk.

100% of holiday fees go directly to the sitters working that day.