



## At Home, With Love

### Last Minute Booking 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 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