

Pet Services Rates, and Booking & Cancellation Policies

Book with Sarah via Rover.com;

As a **dog** or **cat** owner you may choose to book Sarah's services via Rover.com. Sarah's Rover rates, cancellation policy, and other information, can be found at her profile; www.rover.com/sit/sarahl42605

To book via Rover.com, please sign up for your own account, and contact Sarah via her profile (the link above).

Please note: all *new* pet clients *must* make their first booking with Sarah via Rover.com.

Meet & Greet

Sarah will always conduct a Meet and Greet with each new client to ensure that both the animal/s and owner/s can get to know their new pet care provider. This allotted time allows questions to be asked and answered, and for services to be tailored to your animal/s routine. The Meet and Greet is currently provided **free of charge!** In return, Sarah asks that the owner be courteous and respectful should they need to cancel or reschedule by giving as much notice as possible

Book with Sarah (aka Release Equine/Laye's Pet Care) directly;

FAQ: I have pets, but they're not cats or dogs. Can I still book services with you?

A: Absolutely! Sarah is happy to care for almost any animal. Read on for booking information.

Please note: repeat customers *only* may make direct bookings with Sarah.

Booking and Cancellation Policy: Visits and Walks

30 minute drop in visit	60 minute drop in visit	Per additional pet	Puppy rate (- 1yo)
\$15.00	\$25.00	\$7.00	\$18.00
30 minute walk	60 minute walk	Per additional pet	Puppy rate (- 1yo)
\$18.00	\$30.00	\$7.00	\$20.00

Prepayment is recommended to confirm booked visits and walks. Owners may prepay for bookings as far in advance as they wish. If paying after services have been provided, invoices will be issued weekly or monthly via either email or as hand-written receipts owed. Total owed is due upon receipt.

Cancelling prepaid bookings; a 50% refund may be issued with minimum *72 hours' notice*. **Or** owners are welcome to put their prepayment towards any service booked within the next *four months* of their original booking, ***in lieu of*** receiving a refund.

Cancellations made after the minimum notice period of *72 hours* may still use their prepayments for future bookings, but are not entitled to a refund. **Note** that after four months, if the prepayment has not been used in full for other bookings it is no longer a valid form of payment for services and is non-refundable.

Cancelling owed bookings; a cancellation fee of \$5 per booked service will be applied.

Booking and Cancellation Policy: Pet/House/Yard Sitting

Pet/house sitting, \$/night	Per additional pet, \$/night	6 consecutive nights +, \$/night	Puppy rate (-1yo), \$/night	Yard sitting^, \$/night
\$35.00	\$7.00	\$30.00	\$37.00	\$45.00+

To confirm your booking, a deposit of 50% of the total owed to Sarah (aka Release Equine/Laye's Pet Care) is due at the time of booking and can be paid via etransfer, Square (credit), or *cash if convenient**. The remaining amount is due upon your arrival home, and can be paid via the same methods. **Note**; if you choose to pay your remaining due in cash, please leave it ready at the **beginning of the stay** for Sarah to collect.

If the owner wishes, they may pay any amount due in **pre-agreed** installments – any deposit amount must still be paid in full before the booking commences, and full payment of remaining amount (if any) is still required upon your arrival home.

^Yard Sitting fees apply to any outside animals that need care (e.g. pigs, horses, goats, barn cats, etc.), and include care for up to two dogs. Each additional dog is +\$10/night, and each additional (indoor) cat is +\$7/night.

Cancelling sitting bookings; 50% of deposit paid may be refunded with minimum 2 *weeks' notice*. If notice is *less than 2 weeks*, owners will be **credited the total amount of their deposit**, and are welcome to use this amount to pay for *any* services booked within *four months* of their original booking. After this time, if the deposit has not been used in full for other bookings it is no longer a valid form of payment for services, and is non-refundable.

If Sarah (aka Release Equine/Laye's Pet Care) Cancels a Booking

Sarah will do her utmost to provide any service booked. However, if, due to unforeseen circumstances, Sarah makes the decision to cancel a booking, she will notify you immediately upon making the decision.

Deposits will be refunded in full, unless the Pet Owner chooses to use their deposit as a prepayment for future bookings of any service – in which case, the four month booking policy, as stated under "Booking and Cancellation Policy: Pet/House/Yard Sitting", applies.

Prepayments for visits and walks will be refunded in full, unless the Pet Owner chooses to use their deposit as a prepayment for future bookings of any service – in which case, the four month booking policy, as stated under "Booking and Cancellation Policy: Visits and Walks", applies.

Sarah will discuss options and come to an agreement with the Pet Owner as to how they would like to move forward.

Further Notes:

- *If you do not confirm a booking with a deposit or prepayment and another owner requests the same dates, the owner who pays their deposit or prepayment first will be confirmed.
- Sarah reserves the right to refuse any service upon her own discretion.
- If you have outstanding payments with Sarah (aka Release Equine/Laye's Pet Care) she reserves the right to refuse further services.
- All Square (credit) payments are subject to a +\$2.00 fee.
- All rates are subject to additional GST under BN 78385 8285 RT0001.
- All rates are subject to change without notice.
- Mileage may apply if you live outside the City of Lethbridge.
- Email for etransfer payments is: b.s.laye@hotmail.com. Make the security answer the city/town you live in.
- The owners email is required to send Square (credit) payments, be sure to provide this information when choosing this payment method.
- These terms are subject to change without notice. The latest copy of this document can always be found at www.layescrations.com/layes-pet-care, or requested via email; b.s.laye@hotmail.com.
- The latest version of this document shall be effective immediately and apply to all clients as necessary.
- Any situation that may arise that is not already outlined in this document will be dealt with as Sarah sees fit, abiding by the standards of this document where possible. (This process will be discussed as necessary with the pet owner.)
- Sarah will not be held liable in any way for any accidental damage to the clients' home or possessions, nor any bills regarding pets (e.g. vet, food) that may occur while she is providing pet services and the pet is under her care.
- Sarah will not hold the pet owner/s liable for any accidental damage occurring to her possessions or person while providing pet services.
- **Sarah understands that life happens, and is willing to work with every owner to ensure that their pet receives the care they need!**

By booking directly with Sarah, you agree to abide by the policies outlined in this document. *If you have any questions or queries, please don't hesitate to get in touch.*