



# Scheduling and Billing Policies

Effective November 1, 2018

At Acton Critter Sitters, we make every effort to keep our costs down and to be as flexible as possible with scheduling requests and changes. At the same time, to maintain a viable business, we need to cover our costs, pay our bills on time, and ensure some stability and predictability for our staff.

**Effective November 1, 2018, the following policies are in effect:**

## Pet Sitting Cancellations

Except during inclement weather,

- ❁ Services scheduled for 7 – 9 AM on a given day must be cancelled by 10 PM the *previous* day to avoid being billed full rate for that service.
- ❁ Services cancelled after 9 AM on the day service is scheduled will be billed at the full rate.

## Same-Day Service Requests

While we make every effort to honor same-day requests, service is subject to staff availability and scheduling constraints, and cannot be guaranteed. Please plan ahead whenever possible.

- ❁ **Same-day service requests or changes should be made by texting or calling our mobile number: 978-674-9604.** As we are out often out with clients, requests made through email, the portal, or calls to our office may not reach us in time to honor your requests.
- ❁ Same-day service requests will incur an additional \$5 service fee, which covers the costs of revising established schedules and efforts to reach sitters who are out on the road.
- ❁ Same-day services should not be considered scheduled until you receive a confirmation.

## Boarding & Live-in Deposits and Cancellations

Boarding and live-in resources are limited and in high demand. When you make a boarding or live-in reservation, we are likely to turn away other clients as we hold your space. Cancellations then impact us financially because of lost revenue. Because of this:


- ❁ All boarding customers must have a credit card or bank account on file in our portal.
- ❁ For new customers and those scheduling services during peak seasons, we require a 50% deposit *at the time of confirmation* for all boarding and/or live-in reservations. Peak seasons are considered any school year vacation periods; Easter, Memorial Day, Labor Day, and Columbus Day weekends; and the weeks surrounding Independence Day, Thanksgiving, Christmas, and New Year's Day.
- ❁ Cancellations received up to 7 days before the scheduled start of service will be refunded in full, less a \$20 service charge.
- ❁ Cancellations received within 7 days of the start of services will be refunded 50%.
- ❁ Cancellations received within 24 hours of the start of services will be charged the full rate.

## Late Payments

As a small company, we rely on on-time payments to compensate our staff and pay our bills. Invoice payments are due upon receipt, however, we do allow a 28-day grace period as a courtesy.

- 🌸 Any and all bills over 60 days past due will incur a 5% interest charge, per month, cumulative.
- 🌸 Customers over 90 days past due will have their service suspended until their account is paid in full.

## Reminders

- 🌸 You can manage all your services on the go! Download the TimeToPet  mobile app from the App Store (for Apple devices) or the Google Play Store (for Android devices).
- 🌸 Service requests made using the portal SCHEDULE link receive first priority and the quickest response.
- 🌸 You can view and pay your bills online by clicking the INVOICES tab in your portal. We accept major credit cards, online bill pay, bank transfers (ACH payments), checks, and of course, cash!

Thank you for your cooperation, and for being a loyal customer.

Clare & all the Critter Sitters