



Scheduling and Billing Policies

Effective July 1, 2022

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.

Payments

We strive to review and post invoices within one week after service is completed. Monthly customers are invoiced on or about the first of the month following the service.

- ❁ Once posted by our office and emailed to you, you can view and pay your bills online by clicking the INVOICES tab in your portal. We accept major credit cards, payments through your bank's online payment system, bank transfers (ACH payments), checks, and cash.

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.

Boarding & Live-in Care Payments

Boarding and live-in resources are extremely 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 and/or customers must have a credit card or bank account on file in our portal.
- ❁ While we do not currently require deposits for these services, cancellations within 24 hours of the start day and time will be charged for one full day of service.

Cancellations

Except during inclement weather or states of emergency:

- ❁ 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 slated for 9 AM through 9:30 PM and cancelled after 9 AM on the day of service will be billed at the full rate.
- ❁ Services that are not needed and not cancelled will be charged 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 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.

Service Feedback

As our sitters work independently, we rely on you, our customers, to provide us with candid feedback about the service you've received.

- 🌸 Sitters are expected to post a message when service is completed, which will be sent to your email address. Within that email you will find an option to rate your sitter's performance. We appreciate any and all feedback you can provide, which will help us improve our work.
- 🌸 Tipping is not required, but is always appreciated by your sitter(s).
 - When you pay your invoice online, you will be provided with an option to add a tip.
 - You can always leave a cash tip for your sitter(s) at your home or add a tip to any check you send to us.
 - Tips are divided percentage-wise across your sitter(s). For example, if you have 10 services and one sitter does 4 visits and another does 6 visits, the first sitter will receive 40% of the tip and the other sitter will receive 6 percent.
 - Our office can override tip distribution upon request. Contact our office for assistance.

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.
- 🌸 Services should not be considered scheduled until you receive a confirmation.

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

Clare & all the Critter Sitters