

Sunshine Pet Care – Policies & Procedures

SCHEDULING

Due to high demand, spots cannot be held until payment has been submitted. Spots are filled on a first-come first-served basis, so book as soon as you can.

CANCELLATIONS

- Established clients: A credit will be issued if services are cancelled by client or Sunshine Pet Care with at least 8 hours-notice. If less than 8 hours-notice is given, the credit amount will be 50%, unless Sunshine Pet Care determines a full credit is warranted.
- New clients: A credit or refund will be issued if services are cancelled by client or Sunshine Pet Care with at least 8 hours-notice. If less than 8 hours-notice is given, the refund or credit will be 50%, unless Sunshine Pet Care determines a full refund is warranted.

OFFICE HOURS

Weekday office hours for responding back to texts, emails & service requests are from 11am-4pm, 9-10pm Monday – Friday. On weekends I'll respond as soon as possible. Thank you for your understanding!

BOOKING CONFIRMATIONS

At this time, processing booking requests is most easily completed on my laptop. I process requests Sunday evenings. For requests made during the week, I will generally process them within 24 hours of the booking. If you have not heard from me that I am already booked - you are good to go! I am looking into another booking software to make things easier for everyone!

WALK DETAILS

After each visit you will receive an emailed report card which will show details from our walk (*picture, potty break info, route taken, etc*). ***Check out the app store for the Time To Pet app!***

TWO-HOUR ARRIVAL WINDOW

Because I have many clients to walk on any given day, I give each client a 2-hour arrival window for service. This allows for potential delays due to traffic, weather, client dog problems, etc.

PROTECTING MY SHOULDERS

Sports injuries + dog walking full time = I am most comfortable using equipment I am familiar with, such as my shoulder friendly leashes. For doggos who have issues with pulling I may use additional equipment, such as an Easy Walk Harness.

RUNNING

For dogs who are used to running, I am happy to run with them during our visits at no extra charge! However, during extreme weather this may not always be possible.

SOCIALIZATION

For the safety of your doggo, myself, & for insurance purposes, socialization with other animals during our visits is not permitted.

UNABLE TO ACCESS YOUR PET

In the unlikely event Sunshine Pet Care arrives for the appointment time and is unable to access your pet due to circumstances out of its control (screen door locked, door code no longer works, etc.), the fee will still be owed and no refund will be given.

PUPPIES

I have found that with very young pups, drop-in visits work best. I let them out to go to the bathroom, do some mild walking, then spend the last 20 minutes or so playing to get them tired out. For older puppies who are more comfortable on a leash, we will attempt to do longer walks if desired.

SPECIAL WEATHER

As always, your pet's health & safety comes first! On extreme weather days, I will monitor closely to see how they handle it. We will stay outside as long as they can comfortably tolerate, but we may spend the remaining portion of time playing & cuddling inside.

- Hurricanes and Tropical Storms: In the rare event **it will be necessary for me to cancel appointments, I will text everyone & post on Facebook. A full credit will be issued.** It is encouraged to have a potty break contingency plan in place (*such as a neighbor or pee pads*).
- If you find you would like to cancel a walk on extreme weather days, **cancellation fees will be waived so long as cancellation notice is given by 9 am the day of extreme weather.**

MONTHLY PACKAGE DISCOUNTS

Please check website for details, as Discount Packages vary each month. It must be booked and paid for by 9 pm the night before the package starts.

REFERRAL DISCOUNTS

Receive 15% off your next service when your friends or family provides your name & books my services!

RATES

May change due to market conditions, i.e., cost of gas, number of clients or weather conditions.

2025 / 2026 HOLIDAY RATES (\$10 EXTRA FEE / VISIT)

January 1–2

May 25–27

Sept. 5–7

December 23–26, 31

April 3–5

July 3–5

November 26–28

The Client understands and agrees to the terms outlined in this document.

Client Signature

Date

Sunshine Pet Care Signature

Date