

SUNSHINE CLEANING & PET CARE

PET CARE POLICIES & PROCEDURES

SCHEDULING

Spots are first-come, first-served and are not held until payment is received. Book early.

CANCELLATIONS

- Established clients: Full credit with at least 8 hours' notice. Less than 8 hours = 50% credit (full credit may be given at our discretion).
- New clients: Same policy applies to refunds or credits.

TWO-HOUR ARRIVAL WINDOW

Unless otherwise agreed upon, each visit has a 2-hour arrival window to allow for traffic, weather, or other delays.

REFERRAL DISCOUNTS

Receive a \$20 credit when a friend or family member books using your name.

SOCIALIZATION

For safety and insurance reasons, socialization with other animals during visits is not permitted.

UNABLE TO ACCESS YOUR PET

If we cannot access your pet due to circumstances beyond our control (locked door, changed code, etc.), the full fee is still owed.

WALK DETAILS

After each visit you will receive an emailed report card with details and photos. [Download the Time to Pet app for easy tracking.](#)

SPECIAL WEATHER

Your pet's safety comes first. On extreme weather days we will adjust the time outside based on how your dog is handling it and may finish the visit indoors.

- Hurricanes/Tropical Storms: If cancellation is necessary, you will be notified by text and receive a full credit. Please have a backup potty plan ready.
- Client-initiated cancellations on extreme weather days: Fees are waived if notice is given by 9 a.m.

OFFICE HOURS

Non-emergency messages are answered during office hours: 4–5 p.m. daily.

BOOKING CONFIRMATIONS

Booking requests are processed Sunday evenings and generally within 24 hours during the week. If you have not heard that the spot is taken, you are confirmed.

PROTECTING MY SHOULDERS

I use shoulder-friendly equipment. For strong pullers I may use an Easy Walk harness or similar.

RUNNING

Happy to run with dogs who enjoy it at no extra charge (*weather permitting*).

PUPPIES

Young puppies usually do best with drop-in style visits (potty + short walk + play). Older puppies can do longer walks when ready.

MONTHLY PACKAGE DISCOUNTS

See website for current packages. Must be booked and paid by 9 p.m. the night before the package begins.

RATES

Rates may adjust due to market conditions (gas, demand, weather, etc.).

HOLIDAY RATES (\$10 extra per visit)

- New Year's: Dec 31 – Jan 2
- Easter: Friday–Sunday
- Memorial Day Weekend
- 4th of July: July 3–5
- Labor Day Weekend
- Thanksgiving: day before, day of, day after
- Christmas: Dec 23–26