

For Cats Dogs and Love Policies and Procedures

Cancellation Policy:

For Cats Dogs and Love times are carefully scheduled to accommodate our clients needs.

For Dog walking It is requested that you give us a 24-hour notice of cancellation prior the scheduled service day. If no cancellation notification is given, the client will be charged for that Walk.

For Pet sitting services you are required to give us a two weeks notice prior to the first scheduled visit. Any cancellation within 2 weeks prior to the first scheduled visit will be charged 50%.

Holiday Visit Cancellations (Christmas /Easter/Summer months):Please understand that holidays are a busy period and we will have to turn down some people and if visits are cancelled in the last few days prior to service, we can't fill those spots. You are required to give us a two weeks notice prior to the first scheduled visit otherwise you are required to pay in full

Consultations:

For Cats Dogs and Love requires an initial consultation to ensure your pet gets the best care possible. We provide a free initial 30-minute consultation, at this time it is your responsibility to educate us on how to provide the best experience for you and your pet. All additional 30-minute consultations are a 10€ fee.

Pet and Human Safety:

For Cats Dogs and Love wants to keep your pet safe and in good hands. We require a consultation prior to any Pet sitting or Walk service with your pet. During this time, you are expected to review how to leash your dog up, address areas of concern around the home or neighbourhood as well as review entry, commands and any other information vital to making this a safe and positive experience for your pet. If any of our pet professionals feel unsafe in any Walk or Pet sitting environment, they have the right to refuse service. For Cats Dogs and Love walks only train dogs and this means no pulling.

Weather:

For Cats Dogs and Love wants, what's in your dog's best interest. For Cats Dogs and Love will take the proper precautions based on temperature and weather conditions, meaning shorter walks, outside play, inside play, etc. Weather conditions may prevent our team member arrival on time.

Public Fee policy:

For Cats Dogs and Love, Walks and Pet sits dogs and cats 365 days per year, including holiday & weekends. For Cats Dogs and Love charges an additional fee for any scheduled Walk or Pet sit on these public holidays

Payment:

For Cats Dogs and Love requires payment in advance to any Pet sitting service.

You will receive your vacation plan after our Consultation, and we will provide the total payment due, along with payment options. Payment is due 2 weeks prior any Pet sitting service starts. If you have not paid for your service based on these guidelines, we will not perform the service.

#For Dog walks you will receive your dog walking plan at the last week of each month.

Payment must be made until the 3rd working day of the following month.