



Policies

Holidays

Holidays include Thanksgiving, Christmas Eve, Christmas, New Year's Eve and Independence Day.

Keys

If keys are provided at the time of our meet and greet assessment, no fee will be charged. If an additional trip is required to either pick up or drop off the key, a \$10 fee will be charged.

Payments

Payments can be made in cash, by check, or via PayPal. Checks can be made out to Vicky Coleman or Nose To Trail.

For regular daily or weekly clients, payment arrangements will be made at the initial meet and greet assessment. Generally, payment is due at the end of each week.

For as needed and vacation clients, a 50% deposit is required to secure visits and in home overnight stays, which is due at the time of the booking. The remaining balance is due within 7 days of the owner's return. Payments made past this time frame will incur an additional \$20.00 late fee.

Last minute requests for additional visits or for an additional overnight stay are subject to availability and therefore cannot be guaranteed. Best efforts will be made to continue care of your pet. Additional last minute requests will be subject to a \$10.00 fee per night or a \$15.00 fee per night on holiday bookings.

Cancellations

If a regular daily or weekly visit must be cancelled, please provide as much notice as possible. 24 hour notice is required to cancel. For cancellations with less than 24 hour notice, 50% of the visit cost will be charged.

If as needed and vacation visits or in home overnight stays need to be cancelled, please provide as much notice as possible. 3 days notice is required to cancel. For cancellations with less than 3 days notice, the 50% deposit will be kept.

For holiday bookings, a minimum of 7 days notice is required to cancel. For holiday cancellations with less than 7 days notice, the 50% deposit will be kept.

If no notice is given and I arrive at your home at our prearranged time and date, full payment will be charged.

No refunds are offered for early returns.

Notice of owner return

Please contact me upon your return home. More importantly, please notify me as soon as possible if you will be returning later than anticipated. Best efforts will be made to extend visits in this situation, based on availability.