



Refund & Cancellation Policy – If a scheduled visit is not needed, visits must be canceled the evening *prior* to the scheduled service. *Day-of cancellations* will still be charged through invoice as a spot was held for your pet.*

To cancel a visit: *Sign in through the client portal, click “schedule”, select the day/visit that you wish to cancel & click “cancel” under the Action column.*

On days where there is a severe snow storm & general school districts/Offices are closed, clients have up to 8am to send an **email & cancel their visits free of charge, Otherwise the visit will still be completed & ran through invoice.*

Holiday Vacation Sits (*Vacation Drop-In visits that fall on a Holiday*)— Visits that fall on Holidays will be subject to a \$7 charge per visit. **Holidays include:** New Years Eve, New Years Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve & Christmas Day.*

**If you have a repeat service with us that falls on a Holiday, we will not assume it is cancelled unless it is manually cancelled via the portal.*

Visit Request Policy- ALL visits must be requested in the portal **24 hours** prior to requested service time. *Text message & email requests will not be guaranteed if it is less than a 24 hour notice but we will always try our best! For summer/ Holiday weekends we recommend booking 48 hours prior.*

To request a visit: *Sign in through the client portal, Select the green “request services” button in the upper right hand corner. Select the date(s) you need. Select from the drop down menu the TYPE & LENGTH of service. (You can also add specific notes/ instructions for us in the box next to it!). Click “add to request”. The request will be brought to the top of the page where it will be “awaiting submission” If your request is final, select the “submit request” button. You will receive an email once it is requested & another once it is accepted.*

Please refrain from texting our staff for visit booking . If you are in need of last minute service please contact us via **email** at info@suburbanpets.com.

Scheduled Time Frames- Requests are scheduled with 2-hour time frames to give our employees enough time to arrange the visits for their day in an orderly manner. If a specific time is requested, you may add it in the note box next to the requested visit. *We will always do our best to arrive **as close to that time as possible** but there are no guarantees due to circumstances out of our control (ex: traffic, weather, difficulties at prior visit etc.) & other visits within that frame.*

Payments- We accept Debit or Credit Card Payments

Automated billing: which is run bi-weekly on a Monday. Invoices will be sent the same day.

- a. Under the "Settings" tab, you may choose "add new card" & enter in the card you wish to use. *(Don't worry, it is secured by a safe server & we do not see any card information!)*

****A Credit Card MUST be on file with us before starting service for all daily/weekly dog walking clients****

Walkers/Sitters- Although we do try to keep the number of walkers/sitters to 1-2 employees* per household, we are a company and work as team. This means that if for any reason those sitters have an emergency, accident, go on vacation, or is sick, SP will authorize another employee to complete the visits. By hiring our company, you will not have to worry about a scheduled visit not being accommodated.

**For vacation visits please expect 2-4 sitters to provide service.*

Visit Updates: We know how important your fur babies are to you, so our employees will provide updates after each visit through our client portal. You will receive an email directly from your sitter. If there are any questions or concerns about the visit please **email** us at info@suburbanpets.com & our manager will contact the sitter.

Routine Updates: *Day-of* routine changes should be emailed to us first thing in the morning so that our manager can notify the sitter.

Recurring visit routine changes should be updated in the portal.

Thank you for choosing Suburban Pets, Inc. We are pleased to start service for you & your pets. We love what we do & can't wait to become BFFs with your fur baby(s) 😊

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SuburbanPets.com
516-698-7182
info@suburbanpets.com