



## POLICIES

**Refund & Cancellation Policy** – If a scheduled visit is not needed, it must be canceled the evening prior to the scheduled service (by 11:59pm), in the client portal. Day-of (same day) cancellations will incur the regular fee for service 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 & the clients school districts are closed (\*note\* we base our judgement off of local school districts in towns we service only), clients have until 8am to send an email & cancel their visits free of charge, otherwise the visit will still be completed & the visit will incur the regular fee for service.

**Holidays**— Visits that fall on our recognized "Holidays" will be subject to a \$7 charge per visit. Holidays include: New Years Eve, New Years Day, Easter, Memorial Day, July 4<sup>th</sup>, 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 visit requests for the next day must be requested in the portal by 8:00pm the night 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 approved.

Please refrain from texting our staff for scheduling . If you are in need of last minute service please contact us via **email** at [info@suburbanpets.com](mailto:info@suburbanpets.com).

**Scheduled Time Frames-** Requests are scheduled within 2-hour time frames.

If a more specific time is preferred, you may type that request as a note, 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.).

Examples of time frames:

9-11am

12-2pm

4-6pm

\*We will ONLY narrow the frame to a 1-hour window if the pet is 6 months or younger, or needs time-sensitive medication such as epilepsy pills or insulin injections.

**Payments-** We accept Debit or Credit Card Payments only.

Automated billing: Payments are processed bi-weekly every OTHER Monday. Invoices will be sent the same day. Under the “Settings” tab, you may choose “add new card” & enter in the card you wish to use.

\*\*A Credit Card MUST be on file with us before starting service.

**Walkers/Sitters-** Although we do try to keep the number of walkers/sitters to a minimum, 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 are sick, SP will authorize another employee to complete the visits. **Please note that because we do not always know ahead of time that a substitute sitter will be needed, we do not notify our clients in advance.**

\*For vacation visits where care is needed throughout the entire day(ie: early morning and late night), please expect 2-5 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](mailto:info@suburbanpets.com) & our manager will contact the sitter.

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

**Permanent visit routine changes, location of items & feeding instructions should be updated in the portal. Each client is responsible for their own pets routine updates in the portal. This ensures accuracy & allows our sitters to follow your desired set of instructions..**

Thank you for choosing Suburban Pets, Inc!  
**Like us on Facebook & Follow us on Instagram!**

SuburbanPets.com ~ 516-698-7182 ~ [info@suburbanpets.com](mailto:info@suburbanpets.com)

**Phone hours:** Mon-Sun 6am-10pm

\*We **strongly** urge clients to email us for non-urgent matters to leave the phone line open for emergencies. Email anytime Info@SuburbanPets.com (checked regularly during all operating hours).

Check out our sister company:



*A backyard poop scooping service*  
**info@scoopersofpoopers.com**