



Pet Sitting & Dog Walking Policies

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— Cancellation Policy

We understand that plans can change, and we aim to be flexible while still respecting the time we've set aside for your pets.

Client-Initiated Cancellations

- **Cancellations made 3 days (72 hours) or more before the scheduled start date will receive a credit only** toward future services. Refunds are not provided for client-initiated cancellations made 3+ days in advance.
 - **Cancellations made within 72 hours but before the same day** follow the standard cancellation guidelines and may not qualify for credit depending on sitter availability and scheduling impact.
 - **Same-day cancellations will not receive a credit and will not be refunded the service fee.**
 - **Holiday bookings must be canceled at least 7 days in advance** to receive a credit. Holiday bookings canceled within 7 days will forfeit the deposit or full payment.
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Butler Pet Care Sitter-Initiated Cancellations

If Butler Pet Care must cancel a scheduled service for any reason:

- If cancellation occurs **same day up to 7 days before the scheduled service**, clients will receive a **full refund OR may choose a full credit instead**, based on their preference.
- If cancellation occurs **8 or more days in advance**, clients will receive a **full credit** toward future services.

- Butler Pet Care will make every effort to offer an alternate sitter if one is available; however, **alternate sitter availability is not guaranteed.**

- **Refunds or credits apply only to prepaid amounts and will be processed in accordance with Butler Pet Care, LLC's refund disbursement schedule. Please allow reasonable processing time for funds to be released.**

Please Initial Here: _____



Booking, Payment & Invoice Policy

Booking & Payment Requirements

- Services must be confirmed with full or partial payment before scheduling.
- Accepted payments: Cash, Venmo, Zelle, PayPal, Credit/Debit Card.
- Walks & Adventure Walks: No travel fee for standard dog walks. \$0.50/mile applies only for Adventure Walks requiring transport.
- Transportation-related mileage fees apply when relevant.
- Mileage is tracked and billed within 48 hours after services are completed.

- **Payment Deadlines:**

- Overnight Stays & Day Sits: Due **2 weeks** before service
- Drop-In Visits & Dog Walks: Due **1 week** before service

Please Initial Here: _____



Invoice Policy

- **All invoices must be reviewed and signed prior to the start of services.**
- Services cannot begin until the signed invoice is received and confirmed by Butler Pet Care, LLC.
- A signed invoice indicates the client's agreement to rates, dates, services, and all policies set by Butler Pet Care, LLC.
- Payment deadlines on the invoice must be met to secure the booking.
- Any changes to scheduled services may require a revised invoice, which must also be signed before updated services can begin.

Please Initial Here: _____

Services Offered

Dog Walking

- 30-minute walk: \$25 (+ \$4 per extra dog)
- 60-minute walk: \$40 (+ \$4 per extra dog)
- No travel fee for standard walks.

Adventure Walk (Outside your neighborhood)

- Up to 2 dogs only
- 60-minute walk: \$50
- Subject to \$0.50/mile travel fee for transport

Dog Drop-In Visits

- Up to 2 per day
- 1–4 dogs: 30 minutes \$25
- 1–4 dogs: 1 hour \$40
- 5+ dogs — call for quote

Cat Drop-In Visits

- Up to 2 per day
- 1–4 cats: 30 minutes \$22
- 1–4 cats: 1 hour \$28
- 5+ cats — call for quote

Small Animal Drop-In Visits

- Up to 2 per day
- 1–3 animals: 30 minutes \$22
- 1–3 animals: 1 hour \$26
- 4+ animals — call for quote

Overnight Stays (8PM–8AM)

- \$110/night — up to 3 pets
- \$132/night — 4–6 pets
- If returning **6 hours or more after the original arrival time** of the beginning stay, an

additional full day is charged

- 6+ pets — call for quote
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Overnight Stays (24 Hours)

- \$125/night — up to 3 pets
 - \$160/night — 4–6 pets
 - 6+ pets — call for quote
 - A full additional day is charged if return is **6 hours or more after the original arrival time** of the beginning stay
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24-Hour Overnight Stay Timing Policy

To ensure consistent scheduling and fairness for all clients, all **24-hour overnight stays begin at 8:00 AM**.

Standard Start & End Time

- A 24-hour stay begins at **8:00 AM**.
- The stay ends at **8:00 AM the following day**.

Early Start

- If arrival is needed **before 8:00 AM**, a **\$20/hour** early-start fee applies.

Late Return

- If pick-up/return is **after 8:00 AM**, a **\$20/hour** late-return fee applies.
- If the late return exceeds 6 hours, a full additional day is charged.

First-Day Return Rule (Non-Holiday Stays)

- For regular overnight stays, if a client returns **6 hours or more after the original start time** on the first day, an **additional full day** will be charged.

First-Day Return Rule (Holiday Stays Only)

- For stays that **start on, end on, or fall during a major holiday**, if a client returns **2 hours or more after the original start time** on the first day, an **additional full day** will be charged.
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Day Sit (up to 10 hours)

- \$110/day — up to 3 pets
 - \$125/day — 4–6 pets
 - 7+ pets — call for quote
 - Up to 12 hours; \$25/hr after 10 hours
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Transport Services

Transport services are available for vet appointments, grooming visits, pick-ups, drop-offs, and other approved transportation needs.

Local Transport

- **Flat rate: \$25**
- **Plus \$0.50 per mile** (total miles traveled)

Long-Distance Transport

- **\$20/hour**
- Uses a **Georgia current gas price fuel calculator** based on an average fuel-efficiency vehicle **plus \$0.50 per mile**
- Advance scheduling may require a deposit

Transport Safety Requirements

- Pets must be secured appropriately (crate, carrier, or harness).
 - Aggressive or unsafe animals may be declined.
 - All external fees (vet, grooming, etc.) remain the client's responsibility.
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Medication Administration

- \$4/dog/day
- \$6/cat/day

Medication Administration Disclaimer

- Oral medications only (pills or liquids).
- Pets must be cooperative and non-aggressive.
- No injections, fluids, or procedures requiring licensed medical training.

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Indoor Accident Cleaning Fee

- A **\$30/day cleaning fee** applies for excessive indoor potty accidents requiring additional cleaning, sanitizing, deodorizing, or extended time.
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Special Needs & Elderly Pet Care

- **\$20/day standard fee**
- Adjusted if additional time or hands-on assistance is needed

Disclaimer

- Includes slow walks, mobility support, extra potty breaks, and comfort-focused care.
 - No advanced medical care (injections, wound care, oxygen support, etc.).
 - Care may be declined if needs exceed sitter capability.
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Pet Care Guidelines

- Pets must be current on vaccinations and flea/tick prevention.
- Aggressive or unsafe pets may be declined.
- All behavioral or medical concerns must be disclosed at booking.

Please Initial Here: _____



Service Area & Travel Fee Policy

- 15-mile radius for Drop-Ins & 12-Hour Overnights
- 25-mile radius for 24-Hour Overnights
- Outside these areas = **\$0.50 per mile**

Travel Fee Timing

- Due within **48 hours after services end**
- Separate mileage invoice provided

Mileage Calculation

- One-way GPS distance
 - Starting point is home base or prior client location (whichever occurs first)
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Weather & Disruptions

- Outdoor time may be modified during extreme weather.
 - Not liable for delays from illness, weather, road closures, or natural disasters.
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Holiday Services & Rates

Holiday rates apply on:

New Year's Eve, New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day

Applied if service starts, falls during, or ends on a holiday.

Holiday Dog Walks

- 30 minutes: **\$30**
- 1 hour: **\$45**
- No Adventure Walks

Holiday Dog Drop-Ins

- 30 minutes: **\$30**
- 1 hour: **\$45**

Holiday Cat Drop-Ins

- 30 minutes: **\$27**
- 1 hour: **\$33**

Holiday Small Animal Drop-Ins

- 30 minutes: **\$27**
- 1 hour: **\$33**

Holiday 12-Hour Overnight Stays

- **\$125/night — up to 3 pets**
- **\$147/night — 4–6 pets**

Holiday 24-Hour Overnight Stays

- **\$140/night — up to 3 pets**
- **\$175/night — 4–6 pets**



Photo Usage Disclaimer

All photos used online or in marketing are real clients and pets, used with permission.



Agreement

By booking services with Butler Pet Care, LLC, you agree to all policies listed above.

Client Name: _____

Signature: _____

Date: _____