



Pet Sitting & Dog Walking Policies

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Cancellation Policy

We understand that plans can change. To ensure fairness to both our clients and our scheduling commitments, the following cancellation policy applies to all services.

Client-Initiated Cancellations

A 50% non-refundable deposit is required to reserve all bookings.

If a cancellation is made 72 hours (3 days) or more before the scheduled start date, any payments made beyond the non-refundable deposit will be issued as a credit toward future Butler Pet Care services.

Cancellations made less than 72 hours before the scheduled start date will forfeit all payments made and are not eligible for a credit.

Holiday bookings canceled less than 7 days before the scheduled start date will forfeit all payments made.

Butler Pet Care-Initiated Cancellations

If Butler Pet Care must cancel a scheduled service, we will make every reasonable effort to provide a replacement sitter. If a replacement is unavailable, all payments made, including the deposit, will be issued as a credit toward future services.

Credits issued under this policy have no cash value, are non-transferable, and may only be applied toward future Butler Pet Care services.

31 Booking, Payment & Invoice Policy

To ensure accurate scheduling and to reserve time exclusively for your pets, Butler Pet Care requires the following booking and payment procedures.

Booking Confirmation

A booking is considered confirmed only after all of the following have been completed:

- A completed Client Information Form (for new clients, if applicable).
- A Meet & Greet (when required).
- Acceptance of the Butler Pet Care Policies & Procedures.
- Payment of the required **50% non-refundable deposit**.

Requested service dates are not guaranteed until the required deposit has been received. Butler Pet Care reserves the right to release unconfirmed dates to other clients if the deposit has not been paid.

Deposit Policy

A **50% non-refundable deposit** is required at the time of booking for all services to reserve your requested dates.

The deposit will be applied toward the total cost of your services.

The deposit is non-refundable if the client cancels the booking. Any applicable credits will be issued in accordance with the Cancellation Policy.

Final Payment

The remaining balance is due as follows:

- **Overnight Stays and Day Sits:** Two (2) weeks before the scheduled start date.
- **Drop-In Visits and Dog Walks:** One (1) week before the scheduled start date.

If final payment is not received by the applicable due date, Butler Pet Care reserves the right to cancel the reservation and make the dates available for other clients.

Invoices

Invoices will be sent after your booking has been confirmed.

Clients are responsible for reviewing their invoice and notifying Butler Pet Care of any questions or discrepancies before the payment due date.

Any additional services requested after the original booking, including schedule changes, extra visits, mileage fees, medication fees, holiday fees, extended care, or other approved charges, will be added to the final invoice and must be paid before services begin unless otherwise agreed upon.

Accepted Payment Methods

Butler Pet Care currently accepts payment by:

- Cash
- Zelle
- Venmo
- Cash App

Payment instructions will be included with your invoice.

Late or Unpaid Balances

Services may be canceled or declined if payment has not been received by the applicable due date. Butler Pet Care is not responsible for holding reservation dates for unpaid bookings.

Any outstanding balances must be paid in full before future services can be scheduled.

Returned Payments

Clients are responsible for any fees or charges incurred due to returned, rejected, or failed payments. Payment must be made using another approved payment method before services will be provided.

Meet & Greet Policy

At Butler Pet Care, LLC, we believe that every successful pet sitting experience begins with a thorough Meet & Greet. This visit allows us to get to know you, your pets, and your home while ensuring we can provide the highest level of personalized care.

Required for New Clients

A Meet & Greet is required for all first-time clients before any services are provided. This appointment gives us the opportunity to:

- Meet you and your pets.
- Learn your pets' personalities, routines, and preferences.
- Review feeding schedules, medications, exercise needs, and any special care instructions.
- Become familiar with your home, alarm systems, entry procedures, and pet supplies.
- Collect keys, garage codes, lockbox information, or other access instructions if applicable.
- Answer any questions you may have about our services and policies.

Meet & Greets **typically last 20–30 minutes**, although the length may vary depending on the number of pets, the complexity of their care, and any questions or concerns you may have.

Scheduling Requirements

Meet & Greets must be scheduled at least **one (1) week prior** to the first scheduled service whenever possible.

This allows adequate time to complete your client profile, discuss your pet's needs, and ensure all information is accurate before services begin.

You cannot be booked for a last minute service if a Meet & Greet is not completed.

Booking & Deposit

A reservation is not considered confirmed until:

- The Meet & Greet has been completed (unless otherwise approved by Butler Pet Care).
- Required service agreements have been signed.
- The required **50% non-refundable deposit** has been received.

The deposit secures your dates on our schedule.

Payment Timing

If your Meet & Greet is scheduled **after the payment due date** for your reservation, the remaining required payment must be made **at the time of the Meet & Greet** to keep your booking active.

Additional Pre-Service Visits

If you would like an additional visit before services begin—or if one is necessary due to extended time between the Meet & Greet and your scheduled services—an additional Meet & Greet or refresher visit may be scheduled for **\$25 per visit**.

Changes After the Meet & Greet

Please notify Butler Pet Care as soon as possible if any of the following change after your Meet & Greet:

- Home access methods or lock codes
- Emergency contacts
- Veterinary information
- Pet routines
- Feeding instructions
- Medication instructions
- Behavioral changes
- New pets in the household
- Any other information that may affect your pet's care

Providing updated information helps us deliver safe, reliable, and consistent care.

Meet & Greet Cancellations

If you need to reschedule your Meet & Greet, please provide as much notice as possible. Repeated cancellations or failure to attend a scheduled Meet & Greet may affect future booking availability.

Our Commitment

The Meet & Greet is an important part of providing exceptional care. It allows us to build trust with both pets and their families while ensuring everyone feels comfortable before services begin. Our goal is to provide peace of mind knowing your pets are receiving compassionate, professional care tailored to their individual needs.

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.

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)

- \$125/night — up to 3 pets
- \$140/night — 4–6 pets
- If returning after 6PM, an additional full day is charged
- 6+ pets — call for quote

Overnight Stays (24 Hours)

- \$125/night — up to 3 pets
- \$160/night — 4–6 pets
- 6+ pets — call for quote
- Additional full day charged if return is after 6PM
- Up to 4 hours away permitted for personal needs

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

Cat Litter Box Cleaning

***This service is provided on a case-by-case scenario. A separate Policy is required to be signed for this service. Please do not schedule litter cleaning services if you are already scheduling a Cat Drop-In, or Overnight Stay. Litter Box Cleaning is provided during these services at no additional cost.**

- \$25/Cleaning service
- \$40/Additional Cleaning & Sanitization
- \$30/Hr after the first hour of cleaning

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 Time

- If the sitter is required to arrive **before 8:00 AM**, a fee of **\$25 per hour** will apply.
- Early start times are subject to sitter availability.

Late Return Time

- If a client returns **after 8:00 AM** on the final day, a fee of **\$25 per hour** will apply for each hour past 8:00 AM.
- If the late return exceeds 6 hours past 8:00 AM, an additional full day of service will be charged.

Purpose of This Policy

- Allows clear and consistent scheduling
 - Ensures sitter availability and adequate rest
 - Prevents overlapping or double-booked appointments
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Off-Leash Walking Policy

For the safety of all pets, Butler Pet Care does not provide off-leash walks under any circumstances unless the pet is within a fully enclosed, securely fenced area with the owner's permission.

All dogs will remain securely leashed during walks. Butler Pet Care will only use the leash, harness, or walking equipment provided by the client unless otherwise agreed upon.

If a client provides only a retractable leash, it may be used at the sitter's discretion when it is appropriate and safe to do so. Butler Pet Care reserves the right to substitute a standard leash or modify walking activities if any equipment is determined to be unsafe or poses a risk to the pet, the sitter, or the public.



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 \$0.75 per mile** (total miles traveled for the trip)
- Applies to local trips within normal service boundaries

Long-Distance Transport

- **\$20/hour** for long-distance transport
- We use a **Georgia current gas price fuel calculator** based on an average gas-mileage

vehicle **plus \$0.75 per mile**

- Long-distance transport must be scheduled in advance and may require a deposit

Transport Safety & Requirements

- Pets must be secured in an appropriate harness, carrier, or crate for safe transport
 - Aggressive or unsafe animals may be declined
 - All veterinary, grooming, or appointment fees remain the responsibility of the client
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Medication Administration

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

Medication Administration Disclaimer

- We administer oral medications (pills or liquid), creams, or ointments only, provided the pet is cooperative and non-aggressive.
 - We may decline if a pet becomes distressed or aggressive.
 - No injections, subcutaneous fluids, or advanced medical treatments are provided.
 - Booking services confirms client acceptance of this policy.
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Indoor Accident Cleaning Fee

- A standard **\$30/day cleaning fee** will be applied if a pet has excessive indoor potty accidents requiring additional cleaning, sanitizing, deodorizing, or extra time beyond routine spot cleaning or litter box care.
 - This fee covers the necessary time, supplies, and sanitation to maintain a clean and safe home environment.
 - Clients will be notified if recurring accidents occur or if additional care recommendations are needed.
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Special Needs & Elderly Pet Care

- **\$20/day standard fee**
- Fee may be adjusted if additional time or hands-on care is required
- Includes mobility assistance, slow walks, extra potty breaks, and comfort-focused care

Special Needs & Elderly Pet Care Disclaimer

- We provide gentle, attentive support for senior pets and pets with special needs.
- Assistance includes mobility help, slow/controlled breaks, comfort monitoring, and ensuring pets have fresh food, water, and a clean environment.
- We may decline care or adjust the plan if a pet's needs exceed what a non-medical pet sitter can safely provide.
- We do **not** provide medical procedures such as injections, wound care, fluids, oxygen support, seizure monitoring, or anything requiring a licensed veterinary professional.
- Booking services confirms client acceptance of this policy.



Pet Care Guidelines

- Pets must be up-to-date on vaccines, flea/tick prevention, and general good health.
- Aggressive or unsafe animals may be declined service.
- All behavioral or medical concerns must be disclosed before booking.



Service Area & Travel Fee Policy

At Butler Pet Care, LLC, we proudly serve clients throughout Sugar Hill, GA and surrounding areas. To keep things simple, here's how our service area works:

- **Drop-In Visits & 12-Hour Overnight Stays (8PM–8AM):** No travel fee within 15 miles of sitter's home base. Beyond 15 miles, a \$0.75 per mile travel fee applies.

- **24-Hour Overnight Stays:** No travel fee within 25 miles of sitter's home base. Beyond 25 miles, a \$.75 per mile travel fee applies.

- **Travel Fee Timing:** Travel fees are due within **48 hours after services end**, effective July 9, 2025. A separate invoice will be sent after mileage is calculated for the service dates.

- **How Mileage Is Calculated:**

- Drop-In Services are offered within a 15-mile radius from our current work location at the time of service — this may include the sitter's home base **or** the residence of a preceding client, whichever occurs first.
 - For locations outside this area, a **\$0.75 per mile** travel fee applies.
 - Mileage is calculated based on **one-way distance** from our starting point to your home, using standard GPS routes.
- All travel fees will be clearly communicated before booking so there are no surprises.

This ensures reliable, timely care while keeping pricing fair and transparent for all our clients.



House & Home

- Reliable home access required (lockbox, key, smart lock, etc.).
- We are not liable for incidents caused by third parties with home access.
- Keys are stored securely and returned on request.

Emergencies

- We will attempt to contact you first.
- If unreachable, care will be sought from your listed vet or the nearest clinic.
- You are responsible for all veterinary costs.

Out-of-Country Travel Policy

When traveling outside of the United States, communication may be delayed or unavailable due to time zone differences, limited cellular service, or internet access. To help ensure the safety and well-being of your pets, Butler Pet Care requires all clients traveling internationally to provide an emergency contact and emergency care instructions before services begin.

Emergency Contact Requirement

Clients traveling outside of the country must provide at least one emergency contact who:

- Is at least 18 years of age.
- Can be reached by phone and/or text during the service period.

- Is authorized to make decisions regarding the care of the pet(s) if the client cannot be reached.
- Is able and willing to come to the home if necessary.
- Has access to the property or can obtain access if needed.

The emergency contact's name, relationship, phone number, and email address (if available) must be provided before the first scheduled service.

Client Emergency Instructions

Prior to departure, clients must provide written instructions explaining how Butler Pet Care should proceed if:

- The client cannot be reached after reasonable attempts.
- A pet becomes ill or injured.
- A veterinary emergency occurs.
- A home emergency occurs (such as a water leak, power outage, broken window, security issue, or other unexpected event).
- Additional pet care services become necessary due to delayed travel or an extended absence.

These instructions should include any spending limits, preferred veterinary hospital, authorization for emergency medical treatment, and any other important preferences the client would like Butler Pet Care to follow.

Communication During International Travel

Clients are encouraged to:

- Provide all available methods of communication, including phone number, email address, messaging apps (such as WhatsApp), or other preferred contact methods.
- Notify Butler Pet Care of any expected periods when they may be unreachable.
- Check messages regularly whenever possible during their travels.

Delayed Return Home

If a client's return is delayed for any reason, the client or authorized emergency contact should notify Butler Pet Care as soon as possible to request additional services.

Additional visits or overnight care are subject to sitter availability and will be billed at Butler Pet Care's current service rates.

Inability to Reach Client

If Butler Pet Care is unable to contact the client after making reasonable efforts, we will follow the written emergency instructions provided by the client. If necessary, Butler Pet Care may

contact the designated emergency contact to make decisions regarding the pet's care or the security of the home.

If neither the client nor the emergency contact can be reached during an emergency, Butler Pet Care reserves the right to act in the best interest of the pet(s) and property. This may include obtaining emergency veterinary care, contacting emergency services, or taking other reasonable actions deemed necessary to protect the health and safety of the pet(s), the home, or surrounding property. The client accepts full financial responsibility for any resulting expenses.

Client Responsibility

Failure to provide a qualified emergency contact and written emergency instructions may result in Butler Pet Care declining or canceling services until the required information has been received.

By booking services while traveling outside of the United States, the client acknowledges that they have read, understood, and agree to comply with this Out-of-Country Travel Policy.



Weather, Safety & Other Disruptions

- Outdoor time may be reduced during extreme weather for safety.
- We are not liable for delays or cancellations caused by illness, weather, road closures, or natural disasters.



Holiday Services

- Limited availability; early booking strongly recommended.
 - Must cancel 7 days in advance for a credit.
 - No-shows or last-minute cancellations do not receive credit or a refund.
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Photo Usage Disclaimer

All photos used in marketing or online materials feature real Butler Pet Care clients and pets, used with permission.

You have the option to authorize, or not authorize, under the Pet Information section of your Client Portal.

YES I consent to Butler Pet Care, LLC using photos of my pets.

NO I do NOT consent to Butler Pet Care, LLC using photos of my pets.

All photos on our website, social media, and marketing materials feature real clients and their pets, used with full permission.



Agreement

By booking services with Butler Pet Care, LLC, you agree to the policies outlined above.
