JAY’S PET CARE

Client Policies & Service Agreement | Philadelphia, PA | jayspetcare.com

1. Scheduling & Arrival Windows

Standard service hours are 9:00 AM–7:00 PM. Clients may select one or more acceptable arrival windows: Morning (9:00–11:00 AM), Midday (11:00 AM–2:30 PM), Afternoon (2:30–5:00 PM), and Evening (5:00–7:00 PM). Arrival times within a selected window may vary based on the day’s route and care needs.

Exact arrival times are reserved for medically necessary care when agreed in advance. All booking requests are subject to availability and are confirmed only after approval.

2. Early & Late Service

Visits requested before 9:00 AM or after 7:00 PM carry a $10 additional charge per visit. Outside-hours requests are primarily reserved for pets with medical needs and require advance approval, subject to availability.

3. Services & Additional Pets

Dog walks and drop-in visits: 15 minutes $14; 30 minutes $18; 60 minutes $28. Additional dogs are $4 each per visit; additional cats or small pets are $2 each per visit.

Medication administration is included when care instructions and the requested service are agreed upon in advance. Please disclose all relevant pet needs, behaviors, and handling instructions before booking.

4. House Sitting

Standard House Sitting is $95 per night for the first pet, plus $10 per additional pet per night. A booking night runs from 5:00 PM to 4:59 PM the following day. Standard care permits up to five hours away from the home within each 24-hour period.

Continuous Care is $175 per night for the first pet, plus $10 per additional pet per night. Continuous Care permits no more than one hour away from the home within each 24-hour period. Any special schedule or care requirements must be approved before booking.

5. Payment & Booking Confirmation

Full payment is due before services begin, including house sitting and multi-day bookings, unless a different arrangement is explicitly approved in advance. Submitting a request does not guarantee availability or reserve a booking until confirmed.

6. Walk & Drop-In Cancellations

Cancellation with at least 48 hours’ notice: no charge. Cancellation with 24–48 hours’ notice: 50% of the scheduled service price. Cancellation with less than 24 hours’ notice: 100% of the scheduled service price.

One reschedule within seven days may be accommodated without an additional rescheduling fee, subject to availability. Rescheduling does not guarantee a new requested time.

7. House Sitting & Multi-Day Cancellations

Cancellation at least five days before the booking begins: no charge. Cancellation from two to fewer than five days before the booking begins: 50% of the booking price. Cancellation with less than two days' notice: 100% of the booking price. Holiday cancellation rules below take precedence for designated holiday bookings.

8. Holiday Bookings

Holiday surcharge: $5 per walk or drop-in visit, or $20 per overnight booking night. The surcharge applies to the booking/service, not separately to each pet; standard additional-pet charges still apply.

Designated holiday periods: Thanksgiving (November 26·29); Christmas (December 24·26); New Year·s Eve and New Year·s Day (December 31·January 1); and Easter, Memorial Day, Juneteenth, July 4, and Labor Day.

Holiday services cancelled with fewer than four days' notice are charged 100% of the booking price.

9. Home Access & Client Responsibilities

Clients must provide accurate access instructions, working keys or entry codes, current contact details, and necessary pet supplies. If access fails, Jay's Pet Care may spend up to 10 minutes attempting reasonable troubleshooting. If entry remains unavailable, the scheduled visit is still billable.

Clients are responsible for providing complete feeding, medication, veterinary, emergency contact, and behavior information and for notifying Jay's Pet Care of changes before service.

10. Pet Health, Safety & Cleanup

Basic cleanup of routine pet accidents during a visit is included. Please disclose illness, contagious conditions, aggression, escape risks, or other safety concerns before care begins.

Jay's Pet Care may modify or end a visit when conditions present an immediate safety risk to the pet, caregiver, or others. We will attempt to notify the client as soon as reasonably possible.

11. Emergencies & Veterinary Care

If a pet appears to need urgent medical attention, Jay's Pet Care will make reasonable efforts to contact the client and listed emergency contact. When immediate action is in the pet's best interest, the caregiver may seek veterinary attention without waiting for a response.

The client authorizes reasonable emergency care decisions and remains responsible for veterinary treatment, transportation, and related third-party expenses.

12. Acknowledgment

By requesting and confirming services, the client acknowledges these policies and agrees to provide accurate instructions and timely payment. Any exception or special arrangement must be approved by Jay's Pet Care in advance.

Questions or special care requests? Contact Jay's Pet Care before booking. | jayspetcare.com