

Mer's Mutts Policies

Payment:

- Payment must be completed within 24 hours of last visit.
 - If client continually pays late they may be requested to make advance payments
- Accepted forms of payment are cash, check (made out to Mer's Mutts or Leeanne Johnson), and Venmo (@leeanne-joaquino).

Job-Sharing:

- I do not job-share with friends/family/other sitters, this means I am not able to drop in for a pet while you are away if another individual is also responsible for their care. When caring for your pet I take this responsibility very seriously. Job-sharing is also a liability to my insurance.

Scheduling:

- Please provide as much notice as possible when scheduling.
- Scheduling requests can be sent via text to 267-416-2679 or via messenger to Mer's Mutts on Facebook.
- Last minute bookings cannot always be accommodated.

Cancellations:

- For walks and single drop ins please provide 24 hour notice for cancellations
 - Less than 24 hour notice full payment of service required
- For vacation packages please provide no less than 14 days notice for cancellations
 - Less than 14 day notice \$50 fee assessed
 - Less than 7 day notice \$75 fee assessed
 - Less than 48 hour notice \$100 fee assessed
- If excessive cancellations occur I reserve the right to discontinue services.

Weather:

- I will visit your pets in all weather, however adjustments may be made for safety.

- Walks will be canceled if weather poses risk to pets (i.e. thunderstorms, blizzard, hail, etc), I will walk in rainy or cold weather, hot weather will be adapted based on temperature (i.e. walking in a shaded area, play in the backyard etc.).