



Odds & Ends, LLC Professional Pet Care

Policies and Rates

1. If you do not already have a **Service Contract** on file with us, we will **require** for one to be in place before the first/next scheduled pet care visit, along with an updated annual **Information Verification Form** and **Veterinary Authorization Form**. These are important legal documents that define roles and responsibilities for us as your service provider and for you, as our client, and help ensure the best possible care for your pets and property.
2. There will be a \$35.00 late fee added to invoices one day after the due date printed on the invoice (regardless of invoice amount) unless other payment arrangements have been made prior to the due date. Along with this, a 15% finance charge per month (regardless of the invoice amount) will be applied to any unpaid and overdue balances. The finance charge will be calculated and applied every 30 days (using the due date printed on the invoice). Checks returned for non-sufficient funds will be assessed a \$50.00 fee, in addition to any late fees and finance charges. The late fee, returned check fee, and finance charge are defined within the Service Contract.
3. Cancellations requested 48 hours or less than a scheduled service will be subject to a 50% cancellation fee (50% of the visit charge). Cancellations requested 24 hours or less than a scheduled service will be subject to a 100% cancellation fee (full charge for the visit).
Note: **No refunds will be issued for visits scheduled during the week of Thanksgiving, the week after Thanksgiving, the week of Christmas, and the week after Christmas. If one or more visits are scheduled for a client and the client cancels one or more of these visits within 30 days of the first scheduled visit during this holiday time period, the visit(s) will be charged at full price.**
4. Our Associates adhere to the visit schedule as defined and confirmed by you, our client, prior to your departure date. If you arrive home early and do not notify us, any remaining visit(s) will be completed and charged as scheduled. Similarly, if you depart late and do not notify us, the confirmed visit(s) will be completed and charged as scheduled.