

PEACE VALLEY PET CARE – ALL CLIENTS (*no exceptions*)

Scheduling Policy

All visits are to be scheduled through Peace Valley Pet Care by email to peacevalleypetcare@gmail.com 24/7 – last minute scheduling can be made by email preferred, phone calls or text to 610-996-5150. If we are not available, please leave a detailed message and we will return your phone call.

Office Hours are Monday thru Friday – 7 AM to 6 PM,
Saturday – 7 AM to 12 PM.
Sunday Office is closed
Emails are monitored 24/7 year round.

PLEASE NOTE: **Our staff cannot schedule, change or cancel any visits** – regular daily clients can leave a note for the staff member – however you must also send us an email request for any additional visits or cancellations as stated above or we cannot guarantee that they will be scheduled, changed or canceled

Cancellation Policy

Peace Valley Pet Care is a full service 7 – Day a week – in home pet care company. We schedule our clients based on availability of our staff. In fairness to our staff and us you agree to give us proper notice for all cancellations, so that it gives us the opportunity to schedule other clients. We adhere to a strict policy of NO OVERBOOKING.

1. **Weekday Cancellations - All Clients** – We understand that there are times that a cancellation is needed. All clients are informed at the Meet & Greet that they will not be charged if they call us, or email us on the morning of the visits – **7:00 AM to 8 AM is the cut off time. If the client fails to notify us between 7:00 AM & 8 AM and a staff member comes to the client's home, the client will be charged for the full contracted visit charge.** If a client notifies us, and we forget to notify the staff member, then the staff member will be paid if they arrive for service and the client will not be charged.
2. **Weekend Cancellations** – Weekends are valuable to all of us – once booked, you can cancel any visits, but you will be charged for any remaining visits.
3. **HOLIDAY CANCELLATIONS - Cancellation fees are strictly imposed during Holiday periods.** - We adhere to a strict policy of NO OVERBOOKING. Therefore, once a client has contracted services, we will turn away business in order to accommodate their schedule. Any holiday bookings that are canceled 14 days prior will not be charged for the scheduled visit, any visits canceled 7 days prior to a holiday will be charged 50 % of all scheduled visits. If any or all of the scheduled visits are cancelled during our holiday service, it will be the responsibility of the client to pay our scheduled service rate confirmation in full. Exceptions may be made due to family emergencies.
4. **Peace Valley Pet Care Holidays** - Easter Day, Memorial Day, 4th of July Day, Labor Day, Thanksgiving Day, Christmas Eve Day, Christmas Day, New Year's Eve, New Year's Eve Day – **Holiday Charges apply at an additional \$10.00 per visit that is charged to your invoice at booking – this fee is a guaranteed gratuity for the staff member that visits your pet(s) on a holiday**

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Gratuities

Gratuities – Are always an option for any client to leave for the service provider – this may be left in cash for the staff member or included within your check (please specify a gratuity amount if paying by check, so that we know that the balance is to go to the staff member and not applied to your account.) We issue 100% of any gratuity to our staff on a per visit basis in the event there are different staff members – all gratuities included in a client’s check will be posted to your account once we receive and post your payment to your account. We will not post any cash tips as we would not know what the amounts are unless we are doing the visits.

Payment Options – Checks, PayPal & Business Venmo

Check Payments

Check Payments - Please mail your check(s) made payable to Peace Valley Pet Care and mail it Peace Valley Pet Care, P.O. Box 1517, Doylestown, Pa. 18901.

All checks are due on the first scheduled service day for all Weekly & Vacation Clients - please pay the amount on the confirmation email that was sent to you.

If you are a Monthly Client and want to pay with one check - checks are due and payable on the first service week of each month. Any cancelations after a payment is made will be credited to the following month. If you add additional visits after this payment is made, than we will add the balance due to next month’s invoice, unless you have any credits for cancelations.

PayPal

We can send you a PayPal invoice that matches your Peace Valley Pet Care account invoice confirmation email that was sent to you. There is no cost to use this service as we pay 3% fee and for security purposes, we never have to have a client’s credit card on file as you can pay with any Visa or Master Card of your choice. You do not have to have a PayPal account to use this service and can pay with any Visa or MasterCard.

PayPal Weekly Visits– Due on receipt of the invoice

PayPal Monthly Visits– Due no later than the 10th of each month

PayPal Vacation Visits – Due on or before the 1st scheduled visit

If you do not pay your PayPal invoice as specified – you may be subject a 3% added to your invoice

Business Venmo

Pay your Peace Valley Pet Care invoice with Venmo – @PeaceValley – if you have any issues we can always send you a direct Venmo link to your email.