

## K9'S in KAHOOTS Policies and Practices – Pet Sitting

Why kennel your pet when you can leave them in the comfort of their own home?

Our primary concern at **K9'S in KAHOOTS** is to provide your pet with the highest level of service while maintaining an environment that is both safe and enjoyable for your dog. In order for us to ensure this, it is important that we are able to establish and adhere to simple guidelines as outlined in this document.

- ❧ **Our pet sitting borders are the following:** Elgin Mills Rd to McCowan Rd to Bloomington Rd to the 10<sup>th</sup> Line. Any pet sitting visits outside of this area will be subject to a transportation fee of \$6.50 or \$10.00 + HST depending on location.
- ❧ Initial visit "**Meet and Greet**" is \$17.00. This visit allows us to meet your dog/s, cat/s, and to be shown around for feeding, leashes, treats, litter box, etc.
- ❧ **We request 2 copies of your house key.** One key for your pet sitter and one key to be held at our store in the event that your pet sitter is ill and we have to send someone else. We may also use a garage code instead or keyless entry if available.
- ❧ All dogs/cats **must be current on all vaccinations.**
- ❧ **\*Canceling a reservation\*:** Please let us know as soon as possible if your plans change and you need to cancel your pet sitting reservation. Pet sitting **MUST be paid in advance** and there is no refund unless 3 days notice is given. Your pet sitter has set aside time to look after your pet. If you arrive home early and cancel any visits those visits are not eligible for a refund. **Late Booking Fee** - a \$8.00 late booking fee applies to any visits/walks booked without a minimum of 3 days notice. This fee applies to all walks/visits booked.
- ❧ Please **let us know if someone will be in your home** when we arrive (housekeeper, family member, friend, another pet, etc). The safety of your home and our staff is of utmost importance to us.
- ❧ Please have clean-up items available for your pet sitter (i.e. towel, poop bags, treats, boots, coats, etc.)
- ❧ The price for pet sitting is:
  - \$28.00** for one pet (45 minute visit)
  - \$23.00** for one pet (30 minute visit)
  - \$17.00** Let Out Visit (evenings only) (15 minute visit)
  - \*Additional pets living in the same household are \$10.00 each per visit.  
Not applicable to cat sitting.
- ❧ The price for multiple visits (same day):
  - \$26.00** each, for two visits (45 minute visit)
  - \$25.00** each, for three visits (45 minute visit)
  - Let Out Visit - Evening only with other daily visits**  
**\$17.00/15 minutes**
- ❧ **Payment:** Payment **MUST** be made in advance for pet sitting. Refunds only available 5 days before start of pet sitting. We accept Debit, Visa, MasterCard, E-Transfer and cash. All prices are subject to HST.
- ❧ **Please keep us informed.** We appreciate your business. If you are thrilled with our service please tell a friend. If you have any concerns please tell us immediately. We appreciate all comments and criticisms that will allow us to make our service the best. Please direct any comments or concerns to **Darlene Johnson at (905) 642-8289 or [info@k9sinkahoots.com](mailto:info@k9sinkahoots.com).**



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