



**Refund & Cancellation Policy** – If a scheduled visit is not needed, visits must be canceled the evening *prior* to the scheduled service. *Day-of cancellations will still be charged through invoice.*

**To cancel a visit:** *Sign in through the client portal, click “schedule”, select the day/visit that you wish to cancel & click “cancel” under the Action column.*

**Holiday Vacation Sits** (*Vacation Drop-In visits that fall on a Holiday week*)— If Owner cancels, 50% of entire booking fee will apply for all notification less than 72 hours (3 days) prior to scheduled sit. This is because our employee(s) have arranged their holiday plans around these visits.

**Visit Request Policy-** ALL visits must be requested in the portal **22 hours** prior to requested service time. *Text message & email requests will not be guaranteed if it is less than a 24 hour notice but we will always try our best!*

**To request a visit:** *Sign in through the client portal, Select the green “request services” button in the upper right hand corner. Select the date(s) you need. Select from the drop down menu the TYPE & LENGTH of service. (You can also add specific notes/ instructions for us in the box next to it!). Click “add to request”. The request will be brought to the top of the page where it will be “awaiting submission” If your request is final, select the “submit request” button. You will receive an email once it is requested & another once it is accepted.*

**Scheduled Time Frames-** Requests are scheduled with 2-hour time frames to give our employees enough time to arrange the visits for their day in an orderly manner. If a specific time is requested, you may add it in the note box next to the requested visit. *We will always do our best to arrive **as close** to that time as possible but there are no guarantees due to circumstances out of our control (ex: traffic, weather, difficulties at prior visit etc.) & other visits within that frame.*

**Payments-** We offer 1 method of payment for our daily/weekly clients & 4 methods for vacation sits.

**Automated billing:** which is run bi-weekly on a Monday/Tuesday. Invoices will be sent the Saturday/Sunday prior to cards being charged.

- a. Under the “Settings” tab, you may choose “add new card” & enter in the card you wish to use. *(Don’t worry, it is secured by a safe server & we do not see any card information!)*

**Vacation Sit Payment options:**

**PayPal:** If choosing to pay by PayPal, payments must be made the following day that invoice is sent.

**Cash/Check:** If choosing to pay by cash/check, Please inform us before leaving on vacation so we can send you the invoice. Payment must be left for the FIRST day we start service. Checks must be made to “Lindsay’s Pet Care Services”

**Late fees-** We give a **5 day** grace period for clients who are late with payment. Any payments made after 5 days of the due date will result in a **\$5** fee for every additional day.

**Walkers/Sitters-** Although we do try to keep the number of walkers/sitters to 1-2 people per household, we are a company and work as team. This means that if for any reason those sitters have an emergency, accident, go on vacation, or is sick, LPCS will authorize another employee to complete the visits. By hiring our company, you will not have to worry about a scheduled visit not being accommodated.

Thank you for choosing Lindsay’s Pet Care Services, Inc. We are pleased to start service for you & your pets. We love what we do & can’t wait to become BFFs with your fur baby(s) 😊

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