



Pet Vacations at Home, Inc.

New Client Packet

Thank you for choosing Pet Vacations at Home, Inc!

Instructions:

Please print one copy of the New Client Packet, and complete using a pen. This packet can be printed one-sided or two, in black & white or color.

The New Client Packet includes:

- Legal Considerations (Sign and return)
- Veterinary Instructions & Release (Fill in amount, sign and return)
- Pet Information Form (Print one copy for each pet; each form is 2 pages, and return)
Please complete one Pet Information Form for each pet, litter, or fish tank.
- Service Request (Fill out and print one for each trip or service period, sign and return)
- Home Guide & Contact Information sheets for your Pet Sitter to complete

Have These Items Ready for the Initial Interview:

1. Your signed documents
2. A key. We will provide a keychain and a code (no name will be put on your key)
3. A 2nd key that we can code with permanent ink (we can make this complementary spare).
4. Emergency contact information for yourself, and 2 other contacts
5. A list if items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc)
6. Veterinary contact & medical information (allergies, conditions).
7. Trip information, including Hotel and if you plan to have visitors while away.



Welcome Visitors & Emergency Personnel:

Our pets are being cared for by a professional who comes in at various times during the day. Please help us provide the best care for our pets by following these special pet care guidelines:

- **If a pet escapes, is injured or ill, or is having any issues please call the pet sitter asap.** The pet sitter does have our emergency contact numbers. In the case of severe injury, please take our pet to the emergency vet clinic.
- Please make it obvious that you are here: park in the front, tape a note to the door, and listen for visitors. The police may be called on unexpected visitors. Always carry ID with you.
- Please do not feed the pets or give them any treats, even nibbles, unless instructed to do so.
- Please return the radio, tv, lights, windows, doors, fans, and locks to their original settings.
- Leave a note before you leave each and every visit. A sheet may be provided. Details can be very brief, but please do mark down if
 - Pet was fed treats or food
 - Pet was given water
 - Plants were watered
 - Pet received a hard workout
 - Pet went potty, and what time
 - Any accidents were cleaned up



Also please mark down your name, arrival and departure times, and any future visits.

- Locate each pet, and check to see that no pets have escaped out the door or into a forbidden area (such as a closet) each time before you leave.

Forbidden Areas & Closed Doors:



Areas that **MUST** remain **accessible** to pet:

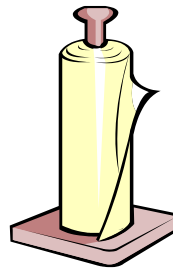
| | | | |
|--------------------|---|--------------------------------|--|
| Owner: | | Emergency #: | |
| Pets: | | Emergency Contact Info: | |
| Pet Sitter: | <i>Pet Vacations at Home, Inc.</i> 301-801-0049 | Other Notes: | |

Pet Vacations at Home, Inc.

Suggested Leave-Out Checklist



Copy of Service Request, Completed and *Signed*
Muddy Paw Towels or Rags
Paper Towels – 2 rolls
Can Opener & Spoon
Watering Can, Plants (waterproof surface)
Leashes & Harnesses
Medicines, Injection Materials
Name tags & Amount tags on feeding bins
Reminders & Changes
Broom, Dustpan & Vacuum
Carpet Spot Cleaner or Cleaning Machine
General Cleaner
Favorite Toys, Kongs
Brushes & Clippers
Treats & Chewies
Remote Controls for TV or Stereo
Garbage / Litter bags
Extra Litter, Litter Scoop, Pooper Scooper
Additional Contact #'s (Hotel)
Pencil or Pen
Any special last visit notes (leave key, etc).



Call Us:

Feel free to contact your pet sitter to check up on your pets at any time. We try to return all calls the same day, usually between 7 pm - 8:30 pm. If you do not hear back from us in 24 hours, please try again – voice mails do sometimes get lost. Emails are also welcome, and we check our email all day long as possible.

Keys:

If you would like the pet sitter to leave your key or remote on the last visit, please leave a note reading “**Leave Key**” with the date and time of the last visit as well as instructions on how to secure the house without the key.

Remember, if we return the key you will not be able to request additional visits if your return is delayed. Leaving the key or storing it in our safe is free to you. Transferring the key again in the future does incur an additional fee. This includes drop-off, pick-up, or mailing done by either the sitter or the client.

Enjoy your time away!

Pet Vacations at Home, Inc.

www.petvacations.com



Pet Vacations at Home, Inc. – Legal Considerations - CLIENT COPY-

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

- Deposit in full is due at time of reservation. **Reservations are not held** until payment in full is received by Pet Vacations at Home or special arrangements are agreed upon by both parties in writing.
- There will be a **\$20 service charge** for each returned check. .
- Cancellation Charge Schedule effective 1/19/2004 (% applies to entire service period total):
 - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
 - **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
 - **8 days** prior to service or more: No charge, refund in full.
- Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled including travel time. Clients will not have to pay for scheduled Special Services not preformed.
- Pet Vacations at Home, Inc., is not responsible for wilted, dead or otherwise unhealthy plants. Pet Vacations at Home, Inc., will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. ***Please place all indoor plants together on a waterproof surface in plain sight***, as your pet sitter is not responsible for water damaged areas or missed plants.
- Pet Vacations at Home, Inc., is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Pet Vacations at Home, Inc., within 14 days.
- Pet Vacations at Home, Inc., is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. Pet Vacations at Home, Inc., agrees to remain fully insured through PSA or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding. Pet Vacations at Home, Inc., accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- All other individuals that visit the home will leave a log of their visit.
- Pet Vacations at Home, Inc. is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Pet Vacations at Home, Inc., will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored an undisclosed location.
- Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).

- The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Pet Vacations at Home, Inc. will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- Pet Vacations at Home, Inc. is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, the company is not responsible for the health/well being of the animal.
- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Pet Vacations at Home, Inc. within 14 days for all purchases made.
- Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Pet Vacations at Home, Inc. in the event of a claim by any person injured by the Pet.
- It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/"Code Red". Pet Vacations at Home, Inc. will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- Future Services: I authorize this contract to be valid approval for services so as to permit Pet Vacations at Home, Inc. to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Pet Vacations at Home, Inc. reserves the right to terminate this contract at any if the Pet Sitter, in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, the Owner authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Owner.
- Pet Vacations at Home, Inc. agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by Pet Vacations at Home, Inc., will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- Client agrees to notify Pet Vacations at Home, Inc., of any concerns within 24 hours of return.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Pet Vacations at Home, Inc. term changes relayed *verbally to the client*, mailed or emailed in writing to the client, or posted on our website under the heading Terms .
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____



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- Pet Vacations at Home, Inc. agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by Pet Vacations at Home, Inc., will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- Client agrees to notify Pet Vacations at Home, Inc., of any concerns within 24 hours of return.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Pet Vacations at Home, Inc. term changes relayed *verbally to the client*, mailed or emailed in writing to the client, or posted on our website under the heading Terms .
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____



Pet Vacations at Home, Inc. – Veterinary Release Agreement

VR

In the event that any of my pets or large animals appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Pet Vacations at Home, Inc., I give permission to Pet Vacations at Home, Inc., to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask Pet Vacations at Home, Inc., to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet / all pets (most common values are \$200, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that Pet Vacations at Home, Inc., care providers work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow Pet Vacations at Home, Inc., care providers to use their best judgment in handling these situations, and I understand that Pet Vacations at Home, Inc., and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I further authorize Pet Vacations at Home, Inc., and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

Every dog, cat, etc., at the site of service will be current on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify Pet Vacations at Home, Inc., of any signs of injury or possible illness before any visit as soon as the condition appears. Pet Vacations at Home, Inc., reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Pet Vacations at Home, Inc., strives to provide clean, safe service to each of our clients. In doing so, Pet Vacations at Home, Inc., strongly recommends that each pet and large animal be vaccinated and protected from harmful insects according to veterinarian recommended standards. In addition, I agree to leave a copy of my pets current immunizations so that Pet Vacations at Home, Inc., has current records should an incident occur.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Pet Vacations at Home, Inc., cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within Pet Vacations at Home, Inc., care. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client/Owner Name:

Client Signature: _____ Date: _____



Pet Vacations at Home, Inc., – Pet Information Disclosure

PID

Please complete one Pet Information Disclosure form per pet or litter.

Owner:

Pet Name:

Length of Time Owned:

Pet Type: Dog / Cat / Horse / _____

Breed:

Sex: M/F Declawed: Y/N Neutered: Y/ N

License #:

Microchip/Tattoo/Dog Tag #:

Physical Description (if similar to another):

Birth date: Or Age:

Weight:

Or Size:

Feeding Instructions:

Feed apart from other pets/supervise Dispose of uneaten food Remove food after ____ Min

| | | | |
|--|--|---|-----------------------------------|
| <input type="checkbox"/> Dry | Brand: Measure with: Amount: Where to feed: | <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night | Procedure: |
| <input type="checkbox"/> Wet | Brand: Measure with: Amount: Where to feed: | <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night | Procedure: |
| <input type="checkbox"/> Medication(s): | Amt: Location: Hide In Treat: | <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night | Procedure: |
| <input type="checkbox"/> Medication(s): | Amt: Location: Hide In Treat: | <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night | Procedure: |
| <input type="checkbox"/> Water | <i>Water will be cleaned and filled frequently</i> | <input type="checkbox"/> Tap <input type="checkbox"/> Bottled <input type="checkbox"/> Filtered | Dish Location: Water Location: |
| <input type="checkbox"/> Treats | Name: Amt: Location: | Notes: | |

Pet's Living Area:

| | |
|---|---|
| <input type="checkbox"/> NOT allowed outdoors at all | <input type="checkbox"/> Allowed on furniture, counters, beds |
| <input type="checkbox"/> ONLY allowed outdoors on leash | <input type="checkbox"/> Restrict pet area/crate only when pet is alone |
| <input type="checkbox"/> Turn out, invisible fenced yard with collar | <input type="checkbox"/> Restrict pet area/crate at all times |
| <input type="checkbox"/> Turn out, secure fence: _____ | Restricted Area/Crate Location: |
| <input type="checkbox"/> Turn out, no fence, but doesn't leave yard | Other off-limit areas: |
| <input type="checkbox"/> NOT allowed indoors | |

Owner: Pet:

Emergency Care: **Placing Credit Card on file at vets office is recommended*

Vet Name: _____ Pet Allergies: _____
Clinic Name: _____ Vaccinations up to date on (month/yr): _____
Phone: _____ **Vaccination record must be attached!**

Pet Medical History: (ongoing or reoccurring known illnesses/injuries, treatments & medications)

Temperament/Personality:

Pet Doesn't Like:

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Baths | <input type="checkbox"/> Hot Days | <input type="checkbox"/> Sharing Food Dishes |
| <input type="checkbox"/> Toenail Clip | <input type="checkbox"/> Rain / Snow / Cold | <input type="checkbox"/> Loud Noise / Vacuum / Garbage Disposal / Thunder |
| <input type="checkbox"/> Massage | <input type="checkbox"/> New Animals | <input type="checkbox"/> All Humans |
| <input type="checkbox"/> Touch Ears | <input type="checkbox"/> Other family pets | <input type="checkbox"/> Strangers |
| <input type="checkbox"/> Sprays | <input type="checkbox"/> People near food dish | <input type="checkbox"/> |

Pet reacts to the above by:

Has Pet Ever:

- Attacked someone/bit someone
- Attacked another animal
- Injured self /escaped out of fear
- Injured self out of boredom
- Escaped from home,

Describe (even if mild, or under extreme/unusual situations)

Where does he/she like to escape to?
How can he/she be retrieved?

Commands: (Please circle commands we know, and underline commands we are working on):

| | | | | | | | |
|------|------|------------|-----------|------------|-------------|---------|--------------|
| Sit | No | Outside | Make Poor | Potty | Bad _____ | Bath | In the House |
| Stay | Down | Walk | Food | Who's Here | Good _____ | Move | Ride |
| Come | Lay | Don't Pull | Treat | Back | Drop [it] | Come-on | _____ |
| Heel | Out | Walk Nice | Cookie | Naughty | Don't Touch | Off | _____ |

Allowed to go for rides in sitter vehicle? Y / N May play with sitter's personal pet(s) for socialization? Y / N

Favorite Games, Toys, and Activities:

Comments:

Client/Owner Name:

Signature: _____ Date: _____

Pet Vacations at Home, Inc.



Pet Vacations at Home, Inc. – Service Request

SR

| | | | |
|------|--|---------------------------|--|
| Pets | | Client Full Name or ID | |
| | | Best Way to Contact Today | |
| | | Contact At | |

Service Begins

| | | |
|---|---|---|
| / | / | / |
| / | / | / |

Time

| |
|--|
| |
| |

Service Ends

| | | |
|---|---|---|
| / | / | / |
| / | / | / |

Time

| |
|--|
| |
| |

| | | |
|--------------------------------|--|-----------------------------------|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Every Other Day | <input type="checkbox"/> Weekdays |
|--------------------------------|--|-----------------------------------|

| Details | Visit Time | Length | Rate | Travel Fee | Cost/Visit | # of Visits | Total |
|--------------------------------|------------|--------|------|------------|------------|-------------|-------|
| Morning | | | + | | X | = | |
| Afternoon | | | + | | X | = | |
| Dusk | | | + | | X | = | |
| Night | | | + | | X | = | |
| Subtotal | | | | | | | |
| Additional Charges | | | | | | | |
| Discounts | | | | | | | |
| Grand Total Deposit Due | | | | | | | |

How may we reach you while you are away?

Phone:

Email:

Trip Description/Hotel/Notes & Visitors Expected

Tasks

| | | |
|--------------------------|------------------|--|
| <input type="checkbox"/> | Email Log | |
| <input type="checkbox"/> | Walk Dog | |
| <input type="checkbox"/> | Feed | |
| <input type="checkbox"/> | Pill / Shots | |
| <input type="checkbox"/> | Injections | |
| <input type="checkbox"/> | Plants | |
| <input type="checkbox"/> | Clean Litter Box | |
| <input type="checkbox"/> | Take Out Trash | |
| <input type="checkbox"/> | | |
| <input type="checkbox"/> | | |
| <input type="checkbox"/> | | |

Special Notes & Other Tasks

Payment Method

Pay Date

This request **must be confirmed** by my pet sitter, and **a Signed Copy must be left for the pet sitter.**

Signature: _____ Date: _____

Pet Vacations at Home, Inc.

Rates & Services

| VISIT TYPE | RATE (PER VISIT) | | | | | | | | | | | | | | |
|--|---|-------|-------|-----|------|-------|-----|-------|-----|-------|-----|-------|-----|---------------------|------------|
| Initial Consultation | FREE | | | | | | | | | | | | | | |
| Dog Walks Group Walks | \$15 - \$30 \$15 per dog | | | | | | | | | | | | | | |
| Pet Sit Extended | \$20 | | | | | | | | | | | | | | |
| Pet Sit Regular | \$15 | | | | | | | | | | | | | | |
| Value | \$10 | | | | | | | | | | | | | | |
| Drop In | \$10 | | | | | | | | | | | | | | |
| Overnights | \$45 (8 hours) \$15 day visits | | | | | | | | | | | | | | |
| Private Boarding | Call for Price Quote | | | | | | | | | | | | | | |
| ADDITIONAL FEES | RATE (PER VISIT) | | | | | | | | | | | | | | |
| Travel Charges We use Mapquest.com . To look up the <u>minutes</u> from your home to our main office. | <table border="1"> <thead> <tr> <th>Mins</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>0-9</td> <td>Free</td> </tr> <tr> <td>10-12</td> <td>\$1</td> </tr> <tr> <td>13-15</td> <td>\$2</td> </tr> <tr> <td>16-18</td> <td>\$3</td> </tr> <tr> <td>19-21</td> <td>\$4</td> </tr> <tr> <td>Each Minute over 21</td> <td>\$1 (+\$4)</td> </tr> </tbody> </table> | Mins | Price | 0-9 | Free | 10-12 | \$1 | 13-15 | \$2 | 16-18 | \$3 | 19-21 | \$4 | Each Minute over 21 | \$1 (+\$4) |
| | Mins | Price | | | | | | | | | | | | | |
| | 0-9 | Free | | | | | | | | | | | | | |
| | 10-12 | \$1 | | | | | | | | | | | | | |
| | 13-15 | \$2 | | | | | | | | | | | | | |
| | 16-18 | \$3 | | | | | | | | | | | | | |
| 19-21 | \$4 | | | | | | | | | | | | | | |
| Each Minute over 21 | \$1 (+\$4) | | | | | | | | | | | | | | |
| Holidays | \$10 | | | | | | | | | | | | | | |

Specials

Collect a \$5 Credit For Every Referral

Every referral that books service with us earns \$5 to your account.

Initial Booking Consultation 30-90 minutes

At this visit we can complete the necessary paperwork, answer questions, transfer keys, and tour your home while discussing detailed instructions on how to care for your pets. This required meeting will be scheduled at least **48 hours** prior to service.

Hourly Care Minimum 60-70 Mins

Choose 1 hour increments of care.

Extended Visit Minimum 40-45 Mins

Best for long walks, multiple pet homes, and pets with special diets or special needs.

Regular Visit Minimum 25-30 Mins

Our most popular choice. Good for many multiple pet homes, supervised feedings, walks, and play. Most dogs will require 2-4 Regular visits per day. Cats are best with 1 visit per day.

Value Visit Minimum 15-20 Mins

Short can be used as a quick turnout or potty break, or even a 3rd feeding.

Drop In 3 Minutes or less

Short drop in to transfer keys (pick up or drop off), check iron/stove, turn off sprinkler system, close windows, etc.

Important Terms

No extra charges for multiple pets.

Please schedule **adequate time to provide the services requested**. If your pet or home needs more time than scheduled, it will be added as needed and billed to you. Yard pickup, watering and other average tasks are included in base price. More difficult tasks are \$5-\$10 extra per 15 minutes.

Minutes To Your Home: ____
Your Travel Fee: \$ ____
Your Client ID #: _____

Payment is due before service starts for all care except Private Boarding.

A separate **signed & completed Service Request** is also due for each service, before each service starts.

We accept checks,

Refunds & Cancellations

| | |
|-----------------|--|
| Holiday | Payment in full is charged (no refunds) |
| 0-48 Hrs | Payment in full is charged (no refunds) |
| 2-7 Days | 20% of Service total is due (80% refund) |
| 8+ Days | No charge, refund in full |