



Payment & Cancellation Policy

To better service our customers and stream line our processes we will be implementing the following changes effective June 1, 2019. Please initial each section as indicated acknowledging you have reviewed the section. Please let us know if you have any questions! - Thank you!

Dog Walking:

Beginning June 1st, 2019 invoices will be emailed following confirmation of your reservation. Payments are due upon receipt of Invoice. Credit Cards on file will be charged directly for any unpaid balances 1 day prior to service.

Cancellations and changes to reservation must be made by 10:00AM on the day of service. Credits will be applied to your account if applicable.

Any cancelations or changes made after 10:00AM on the day of service will be charged the full price of the visit. Cancellations and reservations changes can be made through Time to Pet App or portal.

_____ (Please initial)

Same Day Reservations:

Same day reservations are subject to the same cancellation policy, and are therefore, subject to being outside of the 10:00AM cancellation window, and subject to being charged the full price of the visit if canceled.

_____ (Please initial)

Pet Sitting and Overnight:

All Pet Sitting and Overnight reservations will continue to require a 50% deposit to guarantee service. An invoice will be emailed to you immediately following your reservation confirmation.

In the event your deposit has not been made within 3 days of your reservation being confirmed, we will charge your credit card on file.

Balances must be paid in full 1 day prior to the start of service.

Cancellations must be made **1 week prior** to the first day of service to receive a full refund on deposit. Any cancellations or changes to reservation made with less than 1 week of notice will **NOT** receive a deposit refund.

Services cancelled due to early returns must give 24-hour notice to receive a 50% refund for services that were not completed.

Please note that this cancellation policy will now apply to both non-holiday and holiday services.

_____ Please initial



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Credit Card Authorization Form

A Dog's life HTX LLC offers flexible payment options including Credit/Debit and ACH payments which can be entered and processed directly through our Time to Pet software system.

I have read through the updated payment and cancellation policy. I understand that all payment is due upon receiving confirmation of my reservation, and that payment can be made using the Time to Pet App or Portal.

I authorize, a Dog's Life HTX to automatically charge my credit/debit or ACH payment method as payment for any invoices that are past due as outlined in the payment and cancellation policy.

Printed Name:

Client Signature:

Date:
