



Policies & Rates

Cancellations: Cancellations must be received no less than 48 hours in advance. Cancellations without 48 hours advance notice will be charged the equivalent of one visit. For visits occurring during the November and December holiday season, at least 5 days cancellation notice must be received. Cancellation of visits due to an early return home will be assessed an Interruption of Service Fee equal to one service visit. Some exceptions may apply.

Keys: We request 2 sets of **tested** keys. This is done as a safety precaution. The second set is labeled with only your furry friend's name and put in a secure locked cabinet. We do understand that for some residences of San Francisco, obtaining a second set of keys is not possible. We will make special arrangements as necessary.

If you do not give us your keys at the consultation meeting, you can drop them off at our mail box located at 1517 North Point, PMB 323, San Francisco, CA 94123. Our mail box is open Mon to Fri from 9:30 AM to 6:30 PM and Sat from 10:00 AM to 5:00 PM. Except for prearranged or special circumstances, it is the client's responsibility to make sure that we have your keys at least 3 days prior to their departure.

We keep most clients keys on file. If special arrangements must be made for Pet's Best Friend to pick up or return keys, a \$20 charge will apply.

Last minute requests: We understand last minute requests are sometimes unavoidable. We do our best to accommodate all last minute requests. In order to provide service for these requests we usually have to rearrange our schedule. With this in mind, clients who schedule last-minute service may be charged an additional fee of \$20. New clients may be charged for their consultation visit if their first service visit is within 3 days of setting up an introduction meeting.

Payment: We accept cash and check. Payment is expected in full at the time of service unless balance is more than \$150 or prior arrangements have been made. If balance is more than \$150, clients are expected to pay at least half the amount at the time of the first visit. The remaining balance is due within 10 days of your return home. For any balance outstanding more than 10 days, a \$10 late fee will be assessed; after 20 days a late fee of \$20 will be assessed. Returned checks will be assessed a fee of \$25 (or equivalent to bank fee).

Medications: We are skilled in administering pills, topical medications, subcutaneous fluids and insulin injections for those furry friends with special health needs. There is no additional charge but services may be limited based upon your pet's temperament.

Supply pick up: We request that you are fully stocked for the duration of your absence with food, litter, medication (if needed), cleaners, paper towels, etc. If we need to obtain additional supplies, you will be charged a fee of \$25 in addition to the reimbursement of supplies.

Upon your return home: We request that you contact us via email, phone or text once you arrive home. If we have not heard from you within 24 hours we will visit your furry friends to ensure they are safe. You will be charged a fee equal to a regular visit.

Veterinary visits: All clients must fill out a Veterinarian & Urgent Treatment Release Form. This gives us the authorization to take your furry friend in for veterinary care. If we think your furry friend needs urgent care, we will do our best to contact you right away. If we can not reach you, we will use our best judgment as the care and safety of your pet is our primary concern. If we take your furry friend in for emergency care you will be responsible for all veterinary bills in addition to a fee equal to one regular visit. A slightly higher rate will be assessed for vet visits of extended periods.

Rates and policies are subject to change without notice based on availability or special circumstances.