

## **Pawsitive Vibes Only Service Policies**

**(412) 537-6188**

### **Rates:**

See site for service rates.

### **Payment methods accepted:**

Venmo, Zelle, Cash

\*Payment due at the end of the stay (Alex will send an invoice).



## **Overnight Stay Cancellation Policy**

### **A message from Alex:**

I am beyond grateful for the trust you place in me to care for your fur baby or babies, as well as your home. I truly appreciate my loyal clients and those who recommend my services to others. I understand that life happens — sometimes a family emergency, illness, or unexpected change in plans may mean you need to cancel your stay. While I completely understand, please keep in mind that cancellations also mean a loss of income and scheduling opportunities for me. Please review the policy below and reach out with any questions.

### **New clients:**

A *new client* is defined as someone booking Alex's services for the first time.

If you need to cancel your scheduled stay, please text Alex as soon as possible (number above). If cancellation occurs **less than 48 hours** before the start of your stay, the client will be required to pay **50% of the total stay amount**.

### **Repeat clients:**

A *repeat client* is defined as someone who has booked Alex's services two or more times.

If you need to cancel your scheduled stay, please text Alex as soon as possible. If cancellation occurs **less than 48 hours** before the start of your stay, the client will be required to pay **25% of the total stay amount**.



## **Client Referral Policy — Overnight Stays**

Referrals mean the world to me — they help my small business grow and allow me to care for even more amazing pets!

When referring a new family for *overnight stay services*, please provide them with Alex's number **(412-537-6188)** and have them text to inquire. I'll send all the necessary pricing and service information once I receive their message.

If your referral results in a booking:

- The **referring client** will receive a **\$20 discount** on their next overnight stay.
- The **new client** will receive a **\$20 discount** on their first overnight stay.

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### Dog Walking & Drop-In Cancellation Policy

#### **A message from Alex:**

I am beyond grateful for the trust you place in me to care for your fur baby or babies. I deeply appreciate my loyal clients and those who recommend my services to others. I understand that life happens — sometimes a family emergency, illness, or schedule change may mean you need to cancel a walk or drop-in. While I completely understand, please know that last-minute cancellations also mean a loss of income and scheduling opportunities for me. Please review the policy below and reach out with any questions.

#### **New clients:**

A *new client* is defined as someone booking Alex's services for the first time.

If you need to cancel a scheduled walk or drop-in, please text Alex as soon as possible (number above). If cancellation occurs **less than 24 hours** before the scheduled service, the client will be required to pay **50% of the service fee**.

#### **Repeat clients:**

A *repeat client* is defined as someone who has booked Alex's services two or more times.

If you need to cancel a scheduled walk or drop-in, please text Alex as soon as possible. If cancellation occurs **less than 24 hours** before the scheduled service, the client will be required to pay **25% of the service fee**.

### Client Referral Policy — Dog Walking & Drop-Ins

Referrals are one of the kindest ways you can support my small business — and I'm so thankful when you recommend me to friends, family, or neighbors!

When referring a new family for *dog walking or drop-in services*, please provide them with Alex's number **(412-537-6188)** and have them text to inquire. I'll send all the necessary pricing and service details once I receive their message.

If your referral results in a booking:

- The **referring client** will receive a **\$10 discount** on their next walk or drop-in.
- The **new client** will receive a **\$10 discount** on their first walk or drop-in.