

**Karing by Kristina**



*Complete Pet Care Professionals*

## **Karing by Kristina Complete Pet Care Professionals V.I.P. (Very Important Pet) Service Policies**

In order to provide consistent, reliable employment for your dog walker, Karing by Kristina adheres to the following policies regarding our V.I.P. service:

### **Payment Policy**

Payment for the monthly contracted services is due and payable on the 25<sup>th</sup> of the month prior to the month of service.

Payment for our V.I.P. service is via Electronic Funds Transfer (EFT) from your checking or savings account. We offer a \$5 discount in your monthly fee for using our EFT service.

### **Cancellation Policy**

Our V.I.P. service may be cancelled in its entirety by the 25<sup>th</sup> of the month preceding the month being cancelled. Additionally, three single V.I.P. visits may be cancelled during one calendar month. The fees for these cancelled visits will be applied to owner's account and may be used toward any future KbK regular service (excluding V.I.P. service). No refunds will be given for partial use except in the case of the death of the pet.

### **Holiday Policy**

We observe the following holiday periods which are not included in the monthly service:

- New Year's Eve
- New Year's Day
- Easter Weekend (Sat & Sun)
- Memorial Day Weekend (Sat, Sun & Mon)
- Independence Day
- Labor Day Weekend (Sat, Sun & Mon)
- Thanksgiving Day Weekend (Thurs, Fri, Sat & Sun)
- Christmas Eve
- Christmas Day

The company will not provide V.I.P. service if service is not specifically booked and confirmed, payable at the holiday rate as outlined in the rate schedule.

### **As a V.I.P. client you will receive:**

- Three-, four- or five-day per week walks at the same time each day (excluding holidays);
- The same, dedicated dog walker each time;
- Discounted daily walk rates;
- Guaranteed on-call service;
- Extraordinary customer service – fresh water at the end of each walk, complimentary treats, clean up, a daily entry with the details of your dog's walk and time spent with his/her dog walker;
- 10% discount on KbK on-call service, including Bed & Barkfast and Overnight Stays and;

- 10% discount at Barkley Square Gourmet Dog Bakery & Boutique at any time!

**Scheduling Policy**

V.I.P. visits and cancellations must be scheduled through the office at 703-329-1043.

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Signature

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Date

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Printed Name