



Business Hours

- Regular office hours are 8:00am- 5:00pm Monday through Friday and 9am-noon on Saturdays.

Time window for walks

- All visit requests are to be given a two-hour window for sitter arrival; should you need an “ideal” time for the visit please note that on your request and we will try to accommodate as best we can.

Cancellations

- Day of cancellations should be made before 9am in our web portal- please contact us directly for same-day cancellations after 9am. Cancellations made after 9am will incur a \$5 surcharge although a walk will not be charged.
- If a sitter arrives at a client's home and a dog is not present or we are unable to gain entry the client will be charged for the walk.
- Cancellations for overnight care are to be made at least ten days in advance in order for your deposit to be returned.

Visit Requests

- We cannot guarantee requests made via text or email.
- Please request visits or cancellations by 5pm for the following day.
- Same-day visits requested after 9am cannot be guaranteed and will incur a \$5 surcharge if completed. If you need to request a same-day visit please contact us directly.
- Weekend visit requests must be made before Friday at noon. We cannot guarantee any requests made after that.

Random Walks

- We cannot guarantee the same sitter for visits or overnight care that are not part of a regular weekly schedule, although we will do our best to maintain sitter consistency.

Keys

- We request 2 sets of keys- one to keep in our office in case of an emergency and one for the walker to use. If only one is provided we will make another copy at no charge to you.
- Keys will be returned upon request and payment of the final invoice.
- Lockboxes are available from us for a \$30 deposit which will be returned at the completion of services.
- We request keys at the time you sign our services agreement. There is a \$20 fee to pick up and drop off keys if we are not provided a set or a lockbox is not arranged.

Payments

- Payments should be made within the first 7 days after the invoicing date. After 7 days a \$25 fee will be applied to your account.
- iPet Chicago accepts Visa, MasterCard, Chase QuickPay, Venmo and checks. There will be a \$30.00 charge for all returned checks.
- Visits not part of a regular weekly schedule must be prepaid.
- A 50% deposit is required for overnight care for all clients that are not part of a regular schedule.

Pictures

- We will take pictures of your pet while in our care. These photos taken by a team member belong to iPetChicago and we may use them in our promotional materials. You have permission to use photos that we send you only when giving proper credit to our company.
- Our clients' privacy is very important to us- no identifying information or features in pictures will ever be shared.

