

Reservations

- Reservations can be made by phone and email
- ALL reservations, cancellations and any other changes MUST be done through Front Office Staff or Manager.
- **Reservations are NOT confirmed until we receive deposit and a confirmation email of services. Please check that the days and times are correct.**
- It is best to reserve as far in advance as possible, especially during summer and the holidays.
- Each time you go away you will receive an email confirmation a few days before our first scheduled visit. It will ask you to update your Current Trip Information and any other pet care duties that may have changed since the last time we made a visit. This information is needed every time a new reservation is created.

Deposits and Cancellations

- **All Services** require 50% deposit for services. If any services are canceled less than 48 hours of services, the deposit is forfeited. Cancellation prior to 48 hours will be credited. **Services will not be rendered without deposit.**
- **Holiday visits** – A 50% deposit is required to reserve dates. If canceled 7 or more days before the service starts, the deposit goes to credit; if canceled less than 7 days before the service starts, the deposit is non-refundable.

**We have 9 days we consider a “holiday” – New Year’s Eve, New Year’s Day, Easter, Memorial Day, July 4, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.*

**Time of cancellation is calculated from the first visit back.*

**Cancellation times and policies are the same whether there is a deposit made or not.*

**We do not issue refunds. Deposits that are credited to your account that will expire within a year.*

Payments

- We accept cash, credit cards, debit cards, apple pay, Samsung pay. No checks, no paypal, no venmo, no cash app.
- **Bi-monthly auto billing** – If you are requesting membership services, we ask that you enter your banking information in the system and select “auto payments.” **The payments will be deducted on the 1st and the 15th of each month for all visits done prior to that date.** A receipt will be emailed to you after each payment.

- **Final Payment must be received by the last day of service.** If using any other method, payment can be made online through your client portal or through the email sent out.

Keys

- We require one (1) sets of keys at the time of the meet and greet. They will be kept in a locked box in our office. **There will be a \$15 charge for us to pick up/drop off keys at any time other than the meet and greet.** It is recommended that your key is entered into our secure key system for future use. All keys are given a random number that is unrelated to any of your personal information. It is marked with a key tag and kept in a locked key box in our office when not in use.
- **Leaving a copy of your key anywhere on your property for us to use is done “at your own risk,” and not recommended.**
- **Lock Out Service** – If you lock yourself out of your house, you may contact us to see if we can bring you your key. This service is not guaranteed, as it depends on the time of day and our schedules. Remember, we do not carry your key with us, so it must be retrieved from our office. We charge a fee of \$35 for this service.

Miscellaneous

- **Visitors** – Please notify MMDR if there will be anyone else entering your house while you are away. This includes family, friends, neighbors, workmen, house cleaners, etc. We will “share pet care duties” with your friend, family member or another sitter. Please be aware that if this is the agreement, our liability insurance will **NOT** cover any issues with your home, keys or pets.
- *MaryMac’s Doggie Retreat will not be liable for any damages caused by the acts of others in clients’ homes.*
- **Emergency Veterinary Care** – If your pet requires any type of emergency veterinary care while you are away, MMDR staff will contact you, the owner, first. If we are unable to reach you and your pet’s condition cannot wait, we will take them to New Orleans Animal Hospital. If you have a veterinarian listed in your account, and they are open and able to see your pet, we will go there first. If they are not open or available, or if there is no veterinarian listed, we currently use **New Orleans Animal Hospital**. **All fees charged by the treating veterinary facility are the sole responsibility of you, the owner.** There is also a fee for us, MaryMac’s Doggie Retreat, to transport your pet to and/or from the facility, and is based on time (see Services and Fees). Please make sure your pet’s veterinarian is listed in your account. It’s also a good idea to make sure they have a credit card on file, as some facilities require a deposit to leave your pet for treatment.
- **Heat/Inclement Weather** – Our #1 goal is to keep your pets safe and comfortable while in our care. If it is extremely hot/cold outside, visits and/or routines will be modified to achieve this. We are aware that certain dog breeds don’t do well in hot temperatures, and

they will be strictly limited to the outdoors during bathroom breaks. The same holds true for extremely cold/snowy/icy days for all pets.

- **Pictures of your pets** – Within the Pet Agreement, you were notified of pictures being taken and used for social media. If you do not wish to have to dog's pictures taken or use, please notify MMDR.
- **Dogs left outside** – We **strongly** advise you not to leave your dog(s) outside, unsupervised, in a fenced in yard or electric/invisible fence. If you choose to do this, we will still care for your dog(s), but we assume **NO** responsibility or liability if they are injured, become ill, or run away/escape.
- **Tips** are not expected but are certainly appreciated. 100% of your tip goes directly to your Pet Nanny. There is a place when paying your invoice to include a tip.

**All policies and procedures are subject to change without notice at the discretion of MaryMac's Doggie Retreat.*