

Secure Home Solutions Pet Care Services, Fees and Policies

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813.874.7387



Initial Consultation Visit: Complimentary

Your Initial Consultation Visit is free. Additional client-requested meetings/trips are charged at our regular Visit rates. This includes key pick-up and return. We can maintain your keys securely in our safe, ready for your next service, at no charge.

Regular Visits: Approximately 45 minutes.

One Visit per day:	\$20
Two Visits in one day:	\$38 (\$19 each visit)
Three Visits in one day:	\$54 (\$18 each visit)
Four Visits in one day:	\$72 (\$18 each visit)

Extended Visits: Add 15 minutes to your visit for \$5 additional.
Add 30 minutes to your visit for \$10 additional.

Potty Break Program: (Ongoing, weekly)

Monday – Friday, one or two 30-minute visits between 10 am and 3 pm.

Five Visits in One week:	\$70 (\$14 each visit)
Four Visits in One week:	\$60 (\$15 each visit)
Three Visits in One week:	\$48 (\$16 each visit)
Two Visits in One week:	\$36 (\$18 each visit)

Extended Potty Breaks (45 minutes) are available for \$18.

Potty Break “Pack-Walking” (Condo-Apartment Residents Only):

If your nearby-neighbor also needs dog-walking, and your dogs get along well, we can extend the Potty Break Visit time to 45 minutes and walk them together. Both you and your neighbor receive a 25% discount on your fee for that day’s Visit!

We provide care for dogs, cats, birds, fish, ferrets, rabbits, and exotics.

We are a time-based service.

Multiple pet households (more than two dogs, more than three cats, more than two bird cages, or a mix of pets may require additional time to service appropriately.

Adding other services to your visit may also incur an additional time surcharge.

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Overnight Stay: \$65 - \$80*

Overnight stays begin at 9pm and end at 7am; includes at least 2 walks.

Overnight Long Stay: \$70 - \$85*

Overnight long stays begin at 7pm and end at 8am; includes at least 3 walks.

Overnight Stay Plus one Afternoon Visit: \$75 - \$90*

Overnight stay as described above, plus one Regular visit in the middle of the day.

Overnight Long Stay Plus one Afternoon Visit: \$80 - \$95*

Overnight long stay as described above, plus one Regular visit in the middle of the day.

Round the Clock Care: \$90 - \$110*

Similar to “Housesitting”, but our focus is on your pets. We are at your home 18 or more hours out of each 24 hour period. The Sit begins when we arrive; a new day begins every 24 hour period. Partial Days are prorated depending on the specific situation. We may accept Round the Clock care clients in areas outside our normal service area, however, there is an additional charge each day.

Occasionally a client may need 24-hour uninterrupted care for their pets at their home, due to the pet’s health or behavioral issues, or other situations having to do with security or custody. We are happy to provide 24-hour uninterrupted care if needed. For one of our well trained Associates, the fee is \$150 per 24 hour period, and additional hours or partial days are prorated at \$12 per hour. If, due to security or custody situations, you request Mr. Campione, the fee is \$240 per 24 hour period and additional hours or partial days are prorated at \$20 per hour. Obviously, Mr. Campione’s availability is limited and should be requested as far in advance as possible.

**If you have a multiple pet household, or we assume responsibilities in addition to pet care (overseeing other service personnel such as home repair personnel, etc.) additional charges may apply. Please ask for your specific rate.*

Dog Park Visits: Starting at \$35

Includes transportation to and from the nearest Dog Park and at least one hour playtime at the park. Your dog(s) must be wearing current Rabies Tags, Hillsborough County Registration tags, and an ID tag with correct phone number. One Associate can take two dogs to the Park – if you have more than two dogs, there will be a \$20 additional charge for a second Associate to accompany them. The dogs will be at the Park **AT LEAST** one whole hour.

Taking your Pet(s) to the Vet: \$35 *(5 mile radius, travel time and one hour at Vet's office)*

Includes a sort walk before travel, staying with your pet at the Vets, communication with you during the Vet visit, and another short walk on returning home. Additional time at the Vet's office will be billed at \$6 per 15 minutes.

Pet Taxi: (One-Way: \$15, To-and-From: \$20)

Transportation of your Pet(s) to/from the Groomer, a Kennel, Grandma's, etc. Five mile radius from your home.

Tentative Visit Surcharge: \$5 for holding your time "in case" you need us.

Late Notice and ASAP/Emergency/Service

We may charge an additional fee of up to \$10 for services requested on the same day. For ASAP/Emergency Services, please understand that we dispatch an Associate to your location within minutes of receiving your request. Once the Associate has been dispatched, the fee for the Visit applies, even if you change your mind and cancel.

Doubling Up *(When pets owned by more than one client are kept together in one home)*

When you travel, if there are other pets besides your own at your home and in our care, we must have on file a complete set of paperwork for the other pets, signed by their owner. There may be an additional charge of 35% to 50% of the Sit Fee, depending on the number of pets and situation.

Giving your Dog a Bath at your home: \$15 - \$45, depending on size. You provide shampoo and towels.

Grooming in South Tampa: You-Handsome-Dog Grooming

South Tampa clients may want to use our Associate, Billie Zebold, a trained and certified pet groomer, for your grooming needs. We will pick up your South Tampa, Channelside, or Harbour Island pets and take them to her South Tampa home for full service bathing and grooming. Round Trip transportation to and from Billie's home is \$20 for up to three small dogs or two medium/large dogs.

Bringing your Pet(s) out to the Mobile Groomer: \$20

We are happy to stop by and use our key to bring your pets out to your Mobile Groomer, and then come back when they have completed their Groom, put them safely back inside and lock up. A potty break walk on each end is included.

Waiting for Delivery/Repair: *(7 am till 6 pm)* \$25 first hour, \$20 each added hour *(billed in 15 minute increments)*

We will do the waiting for you, while keeping your pets happy and out of the repairman's way! Walks and outdoor playtime included.

Lock-Out Service: 8 am – 11 pm: \$25 10 pm – 8 am: \$50

If you lose your keys or lock yourself out of your home or car, we will bring you our copy of your keys.

Shopping for Pet Supplies (or Human Supplies)

We love to shop at Petco, PetSmart, PetSupermarket, Wal-Mart, Target, Sam's Club, Publix, Publix Greenwise, Fresh Market, Whole Foods and Rolling Oats for your pet food and supplies and your grocery and sundry items. This service includes delivery to your home and putting away the purchased items. We can also pick up your dry cleaning, as well as items from stores in the Westshore or International Mall, or a South Tampa shopping center. Please ask about services in other areas. Grocery Shopping Fees begin at \$20 for the first store and \$5 to \$10 for each additional store (plus the cost of the purchased items). Other types of shopping services begin at \$10 and go up, depending on the nature of the trip. Short in-and-out pick-ups cost less than stand-around-and wait services. Please call for details and pricing.

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Home Security Checks: \$12.50 - \$15 (no pets)

When you travel with your pets, it's nice to have someone you trust to bring in your mail, water the plants, check the water level in the pool, and make sure that everything is okay in and around your home while you're away. We're happy to do that for you! We recommend allowing us to visit at least every other day while you're away, to maintain the appearance of someone being home.

Quick Visit to Unlock Door for Repair Persons, Cleaning Persons, or Others:

Scheduled in Advance: Between 9am and 4pm: \$10 (no pet care). After 4 pm: \$15 (no pet care)
Last Minute or with Pet Care: Regular Visit Fees apply.

Calls to Poison Control: \$75 (There are no free Animal Poison Control lines.)

We encourage all clients to pet-proof their homes and keep any potentially harmful substances in a place not accessible to their pets. If, when we arrive for a pet care visit, we find that your pet has ingested a chemical or other substance which may be harmful, we will call the ASPCA Poison Control Line for immediate instructions on how to proceed.

Emergency Situations:

Not often, but from time to time, an emergency situation can arise while your home and pets are in our care. Our first responsibility will always be to the safety of your pets. Additional fees will apply for transporting your pet to the Veterinarian, calls to Poison Control, calls to your emergency contacts, or additional time spent at your home to arrange for or wait for professional services such as plumbers or electricians and to assist with clean-up. Every effort will be made to contact you for instructions, however, if your pets or home are in danger, we will first act to control or contain the situation and minimize danger or damage to your pets or home.

Holiday Services

In addition to the regular service charge, we charge an additional fee for the holidays listed below.

New Year's Eve (visits after 4 pm): \$10
New Years Day: \$5
Martin Luther King, Jr. Day: \$5
Gasparilla Parade Day: (Parade areas: \$10)
Valentine's Day Evening: \$5
Easter: \$5 (including Saturday prior)
President's Day: \$5
Memorial Day: \$10 (including Sunday prior)
Independence Day: \$5

Labor Day: \$5 (Including Sunday prior)
Columbus Day: \$5
Veterans Day: \$5
Thanksgiving Day: \$10
Black Friday and Thanksgiving Weekend: \$5
Christmas Eve (visits after 4 pm): \$10
Christmas Day: \$10
December 26: \$5

Discounts and Reduced Pricing Requests

We are professionals and provide a professional service to our clients. Please understand that our fees are competitive and fair. We are a fully licensed, insured, bonded company whose employees are well trained, responsible persons who genuinely care about your pets.

We are ethical and will not under-cut another Pet Sitting Company in order to win your business. We won't "dicker" on our service fees OR give a lower quality of service for a lesser fee. Your pets deserve the best, and that's what we have to offer.

From time to time, everyone makes an error in their subtraction, and a check may bounce or a credit or debit card may be declined. We understand that – from time to time. However, Bank of America and BOA Merchant Services (card processing service) charge us for every transaction, whether they approve it, or not. So, in accordance with Florida Law, we charge \$30 for handling your dishonored check. If your debit or credit card is declined, we charge \$10 for our time and effort in contacting you for another method of payment. If you ask us to hold your check or wait and not process your debit or credit card until after Monday, we charge \$5 per day for extending your payment period.

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Cancellation Policies:

Vacation/Travel Sits Cancellation Policy:

Cancellation with less than 24 hours notice: 25% of total scheduled service fee up to \$50 (\$20 minimum) may apply.

Thanksgiving, Christmas or New Years Cancellation Policy:

Less than four days notice: 25% of total scheduled service fees will apply.

Early Returns:

Please remember that we reserve all of the times for your pet's care when you give us your schedule. If you return home early, charges for the rest of the visits scheduled for that day will still apply.

Potty Break Visits: Short Notice Changes and Cancellations

The Potty Break program is designed to be an ongoing, regular service. We build our day's schedule around it. Although we will try our best to be as flexible as possible, there may be times when we have to rearrange several Associate's routes in order to meet your requests for changes in that day's schedule, especially if they are made with short notice. Continued short notice changes and cancellations may incur administrative fees. A \$7 cancellation fee may apply to cancellations made after 9 pm the night before. If you cancel the morning of your visit, we may charge a fee of \$7 up to the full price of your visit that day. If we get to your home and your pet is not there, the entire visit fee applies.

Policies regarding Safety, Animal Control Laws, presence of minor children, and just general Respect.

We reserve the right to refuse or decline reservations for service. We will not accept a request for service if we feel the visit schedule is inappropriate (too few visits) for the health of your pet, or the safety of your home.

For your pet's safety and the safety of our Associates, we do not utilize retractable leashes. All clients must provide a standard 4 to 6 foot leash of appropriate size/strength for their pet's size/weight. We may require a harness, or an Illusion or Martingale type collar to ensure your pet's safety and the safety of our Associates during walks.

Registration/Rabies Tags must be on the pet's collar, leash, or available to our Associate if your pet is to be walked off your fenced property, or on "common residential property" (green spaces in an apartment or condominium complex).

Changes or additions to Service Levels should be made by contacting the office. Associates are happy to take new instructions or requests, but may not implement them until they are approved by the office. This is to safeguard our own internal policies and procedures, and to make sure that all services are appropriately covered under our liability insurance.

It is not within our policies for one of our Associates to visit your home and care for your pets a minor child is present and unaccompanied by another adult. If the possibility exists of your child, or the child of a guest being home alone when we visit, please discuss this with SHS management prior to the expected event.

If some other person will be sharing the care of your pets with us, they must sign in and out of your home just as our Associates do, leaving the time of their visits and information stating whether they fed your pets, gave medications, and if the pets went outside for potty.

Our Associates are good people who have the utmost respect and care for your pets and your home. We will not continue to service clients who disrespect our Associates verbally, in writing, or in conduct. If you have guests in your home during our visits, please ask your guests to respect our Associates.

We ask that all clients provide appropriate collars, leashes and ID for their pets, as well as enough food and treats to last until they return. Cat owners should leave extra clumping, scooping cat litter as well as a scoop with which to clean and refresh the litter boxes (we recommend Fresh Step Scooping Cat Litter). Please be sure there is a broom and dustpan, and clean-up supplies such as paper towels, trash bags, and cleaning solutions for your home.

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Payment Policies

Payment arrangements are made prior to the service. If you are taking care of your service fees with Cash or a Check, please leave payment at the first visit of your Sit. Cash should be left in an envelope clearly marked "SHS Pet Care", and checks should be made out to "Secure Home Solutions", or "SHS Pet Care".



We accept cash, checks and credit or debit cards with a Visa, MasterCard, Discover or American Express logo. Credit and debit cards are processed securely through Bank of America's Merchant Services program. An upcharge of 4% is applied at the time of billing to help offset credit card processing fees and tax. Your Statement will reflect billing by our corporate name, which is "ACI Tampa, Inc."

If your credit/debit card is declined, there will be a charge of \$4.50 for reprocessing. Dishonored checks will incur a \$30 service fee plus any charges made by the bank.

American Express and Discover cards are billed on Sunday nights for pet related services performed the week prior. Visa and MasterCard cards are billed on Mondays for services performed the week prior.

For Grocery and Pet Supply shopping services, the cost of the goods purchased are billed to your card on the day we purchase them for you. The Service Fees are billed separately as described above.

Your Pet Care Associate works hard to give the best service possible. If you would like to appreciate your Associate with a gratuity, you may leave cash, a separate check, or you may add the amount to your payment check and we will make sure they receive it and know it is from you. If you would like to put a gratuity on your credit or debit card, simply e-mail or call the office and we will take care of that for you.