



APPOINTMENT CANCELLATION POLICY AGREEMENT

Joy of Living Pet Care is committed to providing its clients with exceptional care. When a client cancels without giving enough notice, he or she prevents another client from being seen.

DOG WALKING

Please **call or text us at (913) 488-7717 NO LATER THAN 8:00 a.m. on the day of your scheduled appointment** to notify us of any changes or cancellations. If notification is not provided by 8:00 a.m. on the day of your scheduled appointment, you will be charged the standard fee for the missed appointment.

If you have scheduled your dog walking appointment online at www.myjoyofliving.com, you can cancel your appointment by going to the “View Upcoming Appointments” tab under Appointments. Sign in with your user name and password and then cancel the appointment. This can be done up to 12 hours in advance of the scheduled appointment.

PET SITTING

For cancellations received via phone call or text **three (3) days or less from** the scheduled start of pet sitting services, a **fee equal to one day’s schedule service** will be charged.

If you have scheduled your pet sitting appointment online at www.myjoyofliving.com, you can cancel your appointment by going to the “View Upcoming Appointments” tab under Appointments. Sign in with your user name and password and then cancel the appointment. This can be done up to 12 hours in advance of the scheduled appointment.

OVERNIGHT STAYS

For cancellations received via phone call or text by **7 days or less** from scheduled start of overnight stay, a **fee equal to one day/night of overnight stay charges (including midday visits)** will be charged.

Please sign below to consent to these terms.

Client Signature

Date