



**Jenny Stevens, Owner**

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[SeventhHeavenPetCare@gmail.com](mailto:SeventhHeavenPetCare@gmail.com)

<https://www.seventhheavenpets.care>

Service	Rate
20 Minute Dog Walk/ Pet Sit	\$18.00
30 Minute Dog Walk/ Let Out/Pet Sit	\$20.00
45 Minute Dog Walk/ Let Out/ Play Time/Pet Sit	\$23.00
1 Hour Dog Walk/Let Out/Play Time/Pet Sit	\$27.00
1 hour 30 Min Dog Walk/Let Out/ Play Time/Pet Sit	\$35.00
15 Minute Pet Visit (Only available with multiple visits in a day)	\$17.00
<b>Birds &amp; Exotics</b>	
Small Animal/ Bird Sitting 20 minutes (Minimum)	\$22.00
Small Animal/ Bird Sitting 30 Minutes	\$25.00
Small Animal/ Bird Sitting 45 Minutes	\$27.00
Deep Cage Cleaning Services	
Small Cage Cleaning (Small Animals or Birds)	\$25.00
Medium Cage Cleaning (Small Animals & Birds)	\$35.00
Large Cage Cleaning - Floor to Ceiling (Small animals & Birds)	\$45.00
<b>Extended Services and Extra Pet Fee</b>	
8 Hour On Site Pet Sit	\$125.00
4 Hour On Site Pet Sit	\$65.00
Overnight Service	\$70.00
Extra Pet Fee	\$3.00 per pet
<b>Miscellaneous Fees</b>	
Initial Consultation Fee	\$20.00
Medication Administration	\$3.00
Subcutaneous Injection	\$7.00
Vet Visit/ Supply Purchase/Pet Pick up or Drop off	\$25.00
Vet Visit Supply Purchase Rate for Every Additional 10 Minutes	\$10.00

Key Pickup/ Drop Off/ Duplication Fee	\$10.00
Holiday Surcharge	\$25.00
Convenience Fee (Appointments requested with 24-hour notice or less made by existing clients)	\$20.00
Convenience Fee (Short Term Clients)	\$25.00

**SEVENTH HEAVEN BASIC POLICIES AND COMMITMENTS TO YOU:**

**Cancellation Policy:**

There is no charge for Cancellations made while in the process of trips or invoices and given more than 1-week notice. Trips that are cancelled within a week of the initial visit are subject to a charge of 25% of the total trip. This is the decision made by the Pet Care Specialist scheduled to take care of your pets. If an appointment is cancelled 24 hours or less before the appointment, it is up to the Pet Care Specialist whether they will charge 100%, 50% or no charge. The exceptions are medical emergencies and weather conditions that cause the County or Federal Government to close.

**Convenience Fee for Service Requests Made 24 Hours or Less Before the Requested Service:**

Going forward there will be a \$20 service fee assessed for last minute service requests. Requests made less than 24 Hours or Same Day will be assessed this fee. Your Pet Care Specialist may choose to waive this fee, but as we expand and everyone’s schedule gets booked up, it becomes more important to make sure that there is time to take the proper care of every pet on the schedule. Exceptions will be made for Medical Emergencies as a rule.

**Policies Regarding Notification of Return from Your Trip:**

It is very important that we confirm that you have arrived home after your trip so that we can be sure that a non-scheduled visit is not required to feed or let out your pet. It is easiest if you let us know through the app so that the Office can see that there is no need to schedule an Emergency Visit that is the same length of time as previously scheduled visits at the same general time. You may also choose to text the last person who was caring for your pet. They will leave and text a picture of a postcard reminding you to confirm your arrival home. If an Emergency Visit is scheduled you will be charged the full fee for the visit and a \$25 Convenience Fee. This is a part of our commitment to making sure that your pets are safe and happy.

**Extended Service Areas:**

These areas are charged at a higher rate for certain visits to assure coverage and reliable backup service since we have no local staff in these growing areas and the ultimate substitute base is in Reston. These areas are subject to change as we grow and add new coverage areas or increase the availability of services in these areas. Once an area is established and has a good corps of Pet

Specialists, rates will go down to the base rate. As new areas are added they may fall under one of these rate increase categories.

**15% increase – Great Falls, Tysons, Leesburg & South Riding**

**20% increase - Aldie, South Riding, Centerville, Winchester**

### **Our Pet Care Specialists:**

All Seventh Heaven Pet Care Specialists complete a background check biannually which is kept on file in the office, their references are checked, they carry their own Pet Sitting Insurance and Bond in addition to being Bonded through Seventh Heaven.

Seventh Heaven provides all Pet Care Specialists with access to up to date information and training opportunities.