



September 20, 2022

Dear Friends of Dog Tired Pet Services,

We can't thank you enough for your support over the last 13 years! As we head into the busiest time of year, we want to continue to thank you and your furry family members for being a part of the Dog Tired family.

In order for us to continue to provide the best quality pet care in Charleston, there will be some changes to scheduling and availability within the Pet Sitting Department effective immediately. As of today, scheduling for regular weekly dog walking, in-home pet sitting, in-home overnight visits, and wedding nanny will now be available for scheduling Monday through Thursday from 8am-5pm and on Fridays from 8am-12pm **ONLY**. We will be accepting these requests through the Time to Pet Sitting portal by calling or texting the pet sitting phone at 843 408-1033, or by emailing Ashley@DogTiredsc.com. If it's less than 48 hours for the service during the week, it is critical that you call/text the pet sitting phone during regular business hours, Monday-Thursday 8am-5pm or Friday 8am-12pm. The further in advance you can schedule, the better for your pet's reservations to be scheduled accordingly.

We will NOT be stopping pet sits and dog walks over the weekend, however your reservations must be SCHEDULED during regular business hours during the week, Monday-Thursday 8am-5pm and Friday 8am-12pm. Example, if you need a pet sit on the following Monday, your reservation request must be submitted NO LATER than 12pm the Friday before. We hope this clarifies any questions you may have. Please do not hesitate to reach out to us for further clarification

If there are any requests made after the regular business hours or over the weekend, the requests may not be accommodated, as we will no longer have a scheduler accepting reservations after hours or over the weekend. **Requests sent after business hours on Friday will NOT be reviewed until Monday morning.** However, we will still have a Manager On Duty should any emergencies arise during this time. We appreciate your patience & understanding during this transition.

Any bookings made with less than 48 hours notice are subject to a \$30 last minute booking fee for pet sitting and dog walking. In-home overnights booked less than 48 hours are subject to a \$40 last minute booking fee.



Please refer to the Client Agreement for information regarding our cancellation policy in the Time To Pet Portal. If you aren't able access the agreement in TTP, please contact us for further clarification.

It is not unusual for trip plans to change at the last minute. However, please understand that Dog Tired Pet Services carefully schedules our time to accommodate you and our other clients. We want to continue to make Dog Tired the best pet care company, where health, safety, and the happiness of your pets are our number one priority.

Whether you are a new friend, or a longtime client, we want to thank you again for your continued support! We have loved getting to know you and your pets and look forward to many more happy tails in the future! Please feel free to contact us at (843) 408-1033 or (843) 633-1032 with any questions or comments you may have.

Sincerely,

Jesse Waters, Operations Manager
Dog Tired Pet Services

Ashley Salvaggio, Pet Sitting Manager
Dog Tired Pet Services