



January 1, 2024

Dear Friends of Dog Tired Pet Services,

We would like to thank you and your furry family members for being a part of the Dog Tired family and for your continued support over the last 15 years!

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 8 am to 4 pm. We will be accepting these requests through the Time to Pet Sitting portal, by calling or texting the pet sitting phone (843) 408-1033, or by emailing [Debbie@Dogtiredsc.com](mailto:Debbie@Dogtiredsc.com). Requesting through the Time To Pet Sitting portal is the preferred method.

We schedule two (2) weeks in advance and our schedule fills up quickly. Make your requests as soon as possible.

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 hours (After 4pm Thursday), will NOT be reviewed until Monday morning. We will have a Manager On Duty should any emergencies arise during this time.**

If it is 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 through Thursday 8 am to 4 pm. The further in advance you can schedule, the better for your pets' reservations to be scheduled accordingly.

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 priorities.



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

Debbie Mathews, Pet Sitting Manager  
Dog Tired Pet Services