



Payment and Cancellation Policy

Payment Policy

Methods of Payment

Neigh Care, LLC. accepts credit cards, debit cards, ACH, checks and cash payments. Checks should be made payable to Neigh Care, LLC. In the case of checks cashed with in sufficient funds there will be a \$15 charge to the client. Credit, Debit and ACH payments will be collected using the Client Time to Pet account and processed through WePay.

Basic Services

Payment in full is required 3 days prior to the first date of services.

Should the payment not be received on time, Neigh Care will attempt to contact you for payment. If we are unable to contact you, your visit(s) will be cancelled and no services will be provided to your Pet(s). It is therefore critical that we have current contact information for you or for someone whom is authorized to act on your behalf.

To avoid late charges or service cancellation due to a missed payment, we encourage you to keep a credit card on file.

Holiday Services

A deposit for 50% of the total invoice is required at the time of scheduling to reserve your holiday request. This deposit is refundable if a cancellation is requested at least 14 days before the start of services. The remaining balance for the holiday services invoice is required 7 days prior to the scheduled service date.

In the event the remaining balance is not received on time, Neigh Care will attempt to contact you for payment. If we are unable to contact you, services will not be provided for your pets and the deposit will be forfeited. The holiday visit time slot will be offered to the next client on the waiting list. **To avoid holiday service cancellation due to missed payment, we encourage keeping a credit card on file.**

Additional Services

All other planned services will be charged as outlined by 'Rates and Services' on the Neigh Care, LLC website. In the event additional emergency charges, such as supplies or vet related services, result during a scheduled visit, a separate invoice will be created and the Client will have fourteen (14) days to pay all accrued charges.



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Cancellation Policy

Cancellations can be requested 24 hours a day through the client's Time to Pet account. Cancellation of services made 72 hours prior to the start of service will receive a full refund. Cancellations made within 72-24 hours' notice will forfeit their 50% deposit. Cancellation of scheduled services by the Client with less than 24 hours' notice will forfeit their deposit and be charged the full cost of services that were to be provided within the 24-hour period of time.

Due to the high demand for holiday dates, should the client cancel less than 14 days before the holiday service begins, this deposit will be forfeited. Should the client cancel services less than 7 days before holiday services begin, the entire payment is forfeited. Emergency and unique situations can be discussed as they arise.

If you return early when a series of visits have been scheduled, please notify us as soon as possible. The client will only be charged for the next visit or the current visit in progress.

Holiday payment and cancellation policies apply to any dates 3 days before and after a holiday. Holiday prices only pertain to the holiday itself. Holidays include New Year's Eve, New Years, Memorial Day, Easter Sunday, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas.

Unique situations may be looked at to determine if an individual payment agreement is appropriate. Any agreed upon variations to the existing prices will be noted in your online account and invoice.