



Cats and Hamsters
rachel@catsandhamsters.com
 Tel/Text: 514-653-7695

SCHEDULE B.1 - FEES
Pet Visits, House Checks, Plant Watering
 Updated June 14, 2020

Cats and Hamsters reserves the right to change fees at any time without notice. The current rates will be listed at all times on Cats & Hamsters’s website; www.catsandhamsters.com.

PAYMENT METHODS

Cats and Hamsters will provide its clients with an invoice via email.

Accepted payment methods:

- Cash
- Check (made out to Rachel Reisner. Postdated checks are not accepted.)
- Interac electronic transfer to rachel@catsandhamsters.com
- Credit Card

NEW CLIENT REGISTRATION MEETING/CONSULTATION

Due at time of Registration Meeting or Consultation. Includes: introductions, instructions, location of supplies, accepting keys, file creation. Will be charged for any subsequent consultation, including after a move or for significant routine changes. If keys are not available at registration, a key pick up fee will be charged. A service visit must be completed within 6 months of registration, or another Registration Meeting will be required prior to providing services.

Service Area

Long Distance
Service Area

\$34

\$42

VIRTUAL NEW CLIENT REGISTRATION MEETING/CONSULTATION

Due at time of Registration Meeting or Consultation. Video chat via Google Meet: introductions, instructions, location of supplies, file creation. Will be charged for any subsequent consultation, including after a move or for significant routine changes, as well as key pick up. A service visit must be completed within 6 months of registration, or another consultation visit will be required prior to service.

\$34



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NON-REFUNDABLE DEPOSIT

Service Area

Long Distance
Service Area

January 16 – November 14 : Due at time of Registration Meeting. New client reservations will not be considered confirmed until the non-refundable deposit has been received. A deposit will be required for each reservation until a pet sit has been completed.

\$27

\$35

November 15 – January 15 (Winter Holiday Period) : Due at time of reservation. Reservations for all clients will not be considered confirmed until the non-refundable deposit has been received.

50% of invoice

The remaining balance is due in full no later than on the first day that the Services are to be performed by Cats and Hamsters.

SERVICE AREA: Outremont, Mile End, Le Plateau-Mont-Royal*, Côte-des-Neiges*, Notre-Dame-de-Grâce (NDG)*, Westmount*

(*within a 5 km drive from Outremont metro, restrictions will apply)

LONG DISTANCE: Le Plateau-Mont-Royal*, Notre-Dame-de-Grâce (NDG)*, Westmount*, Côte-des-Neiges*, Hampstead, Downtown, Griffintown, Hochelaga Maisonneuve, Town of Mount Royal (TMR), Parc-Extension, Rosemont
 (*5-7 km drive from Outremont metro, restrictions will apply)

PET VISITS/HOUSE CHECKS/PLANT WATERING

	Express* (20 min.)	Basic (30 min.)	Deluxe (45 min.)	Premium (60 min.)	Per 15 minutes after 60 minutes
Service Area	\$23	\$27	\$34	\$41	\$10
Long Distance	\$31	\$35	\$42	\$49	\$10

*Express visits for pets may only be scheduled as a second visit in a day

\$2 DISCOUNT PER VISIT

when provided with guaranteed parking – driveway, garage, indoor heated parking space, reserved parking spot.

OUTREMONT COMMUNITY GARDEN PLANT WATERING

\$8 per visit per plot



SPECIAL SCHEDULING

2-hour window scheduling, per visit	\$8
After hours fee, per visit	\$8

For clients requiring medication at specific times. Only available within service area.

KEY PICK UP

	Service Area	Long Distance Service Area
Applies after the registration visit. Clients are encouraged to keep their keys on file.	\$20	\$28

KEY LOCKOUT

	Service Area	Long Distance Service Area
The lockout service applies if the client is locked out and requests a visit to open their door. Outside normal service hours (9am-2:30pm) the after-hours fee will apply. Depending on availability, the lockout service is available 9:00am-7:30pm.	\$23	\$31

KEY RETURN VIA REGISTERED MAIL

Key return via registered mail	Concierge fee + postage
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(In-person key return is free of charge.)

CONCIERGE: Missing pet supplies or cleaning supplies

	Jan. 16 – Nov. 14	Nov. 15 – Jan. 15
Per shopping trip	\$26 + the cost of the item(s)	\$50 + the cost of the item(s)
Emergency paper towel roll		\$7

Kindly note that this is a convenience service to help ensure the quality of Cats and Hamsters’ pet sitting and boarding service, and that it cannot guarantee the stores, brands, or prices of the items purchased. Cats and Hamsters will make every effort to obtain your pet’s preferred brand/type of food/bedding/litter to prevent stress to the animal.



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FRESH PRODUCE

	1 Pet	2 Pets	3 Pets	4 Pets
Cats and Hamsters's selection (per day)	\$4	\$6	\$8	\$9
Client's requested produce	Concierge fee + cost of item(s)			

LITTER BOX WASH

Per litter box (empty, clean, refill with fresh litter)	\$8
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SNOW REMOVAL

Per 15 minutes, with a 15-minute minimum*	\$16
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*Clients strongly encouraged to make their own snow removal arrangements.



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HOLIDAY SURCHARGE & SPECIAL HOLIDAY RATES

A **\$6 holiday surcharge** will be added to each visit/service/boarding day for the following days:

- New Year's Day
- March Break (a)
- Good Friday
- Easter Sunday (b)
- Easter Monday
- Victoria Day
- Fête nationale du Québec/Saint-Jean-Baptiste Day
- Canada Day
- Labour Day
- Thanksgiving (Canada)
- Halloween
- American Thanksgiving (fourth Thursday in November)
- Christmas Eve
- Christmas (c)
- New Year's Eve

SPECIAL HOLIDAY RATES:

a) March Break: \$1 holiday surcharge each visit/service/boarding day for March 1-7

b) Easter Express Visit: \$35 within service area; \$40 out of service area. Inclusive of holiday surcharge.

c) Christmas Express Visit: \$50 within service area; \$60 out of service area. Inclusive of holiday surcharge.



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SCHEDULE B.2 – FEES

Pet Boarding

Updated June 14, 2020

VIRTUAL NEW CLIENT REGISTRATION MEETING/CONSULTATION

Video chat via Google Meet: introductions, instructions, file creation	\$34
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NEW CLIENT REGISTRATION MEETING/CONSULTATION

In-person introductions, instructions, file creation	\$41
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NON-REFUNDABLE DEPOSIT

Required from new clients to confirm boarding reservation*	\$20
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*Credited to the overall boarding balance. In the event of cancellation for any reason prior to services being rendered, the deposit will not be refunded. A non-refundable deposit will be required from new clients until a reservation has been completed. Payment via Interac electronic transfer, Paypal, or Square only.

INCIDENTALS

Late for pick up/drop off (applies after 15 minutes)	\$10
Extended pick up/drop off (up to 30 minutes)	\$25
(up to 60 minutes)	\$32
Client visit during boarding, drop off supplies during boarding (per 20 minutes)	\$30
Laundry (fleece, towels) per wash (minimum every 3 days)	\$12
Concierge (missing supplies) per shopping trip	\$26 + the cost of the item(s)

Holiday surcharges apply



CHINCHILLA

Boarding fee includes washing food bowl and water bowl/bottle, poop/pee sweeping/scooping; all other cleaning/wiping is considered a cage clean.

	1 Chinchilla	2 Chinchillas Housed Together
Boarding per day	\$20	\$22
Fresh vegetables/fruit per day	\$4	\$6
Cage cleaning	\$15	\$17

GUINEA PIG

Boarding fee includes washing food bowl and water bowl/bottle, poop/pee sweeping/scooping; all other cleaning/wiping is considered a cage clean.

	1 Guinea Pig	2 Guinea Pigs Housed Together
Boarding per day	\$16	\$18
Oversized cage*		\$5
Fresh vegetables/fruit per day**	\$4	\$6
Roundtrip transportation	\$90 (\$110 long distance service area)	
Cage cleaning	\$11	

*Added if bigger than one Living World Ex-large, Midwest Guinea Pig Habitat, or 2'x3' c&c

**Fresh vegetables for 3 guinea pigs = \$8/day, for 4 guinea pigs = \$9/day. \$1/day additional per additional guinea pig.

HAMSTER

Boarding fee includes daily washing of food bowl and water bowl/bottle and wheel; all other cleaning/wiping is considered a cage clean.

	Tank/bin cage	Modular cage (Habitrail, tubes)
Boarding per day	\$10	\$12
Cage cleaning	\$10	\$15
Roundtrip transportation	\$70 (\$90 long distance service area)	



HEDGEHOG

Boarding fee includes daily washing of food bowl and water bowl/bottle, wash wheel, once daily sweeping/scooping; all other cleaning/wiping is considered a cage clean.

Boarding per day	\$12
Cage cleaning	\$12
Roundtrip transportation	\$70 (\$90 long distance service area)

MOUSE

Boarding fee includes daily washing of food bowl and water bowl/bottle and wheel; all other cleaning/wiping is considered a cage clean.

Boarding per day	\$10
Cage cleaning	\$10
Roundtrip transportation	\$70 (\$90 long distance service area)

RABBIT

Boarding fee includes washing food bowl and water bowl/bottle, poop/pee sweeping/scooping; all other cleaning/wiping is considered a cage clean.

	1 Rabbit	2 Rabbits Housed Together	2 Rabbits Housed Separately
Boarding per day	\$18	\$20	\$35
Fresh vegetables/fruit per day	\$4	\$6	\$6
Cage cleaning	\$13	\$15	\$25
Roundtrip transportation	\$90 (\$110 long distance)	\$90 (\$110 long distance)	Unavailable

TURTLE

Boarding fee includes morning and evening feedings and day/night lamp rotation.

Boarding per day	\$14
Tank cleaning	\$14



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