

Terms of Service

Effective Date: 5/25/2025

Welcome to Star City Pet Pros. By using our website or booking our services, you agree to the following Terms of Service. Please read them carefully.

1. Services Provided

Star City Pet Pros offers residential and commercial:

- Pet Waste Removal
- Yard Sanitation
- Kennel Cleaning
- Add-On Services (e.g., Deodorizing, Sanitizing, Flea & Tick Treatments)

Service availability may vary based on your location. All services are subject to scheduling availability and confirmation.

2. Booking & Quotes

Residential customers may request service plans via our online booking form.

Commercial services are custom quoted based on the size, frequency, and complexity of the job.

Submission of a request does not guarantee service until confirmed by a team member.

3. Payments

All payments are due upon service completion unless otherwise agreed in writing.

Accepted methods: Cash, Credit, Debit, or Check.

We do not currently offer online payment, but we may in the future.

4. Cancellations & Rescheduling

Please provide at least 24 hours notice to cancel or reschedule a service.

Missed appointments without notice may be subject to a cancellation fee or refused future service.

5. Recurring Services

Clients requesting weekly, bi-weekly, or monthly plans will be placed on a recurring schedule.

You may cancel recurring service at any time with 48 hours' notice before your next scheduled visit.

6. Access to Property

You agree to provide safe and unobstructed access to your yard or kennel area on the day of service.

If access is not available at the time of arrival, service may be skipped and subject to a fee.

7. Health & Safety

All cleaning products used are pet-safe and environmentally responsible.

We are not responsible for pre-existing damage to grass, fencing, or kennel structures.

8. Weather & Service Interruptions

Services may be delayed or rescheduled due to extreme weather or hazardous conditions.

We will communicate changes as early as possible.

9. Satisfaction Guarantee

If you are not satisfied with your service, please contact us within 24 hours and we will make it right.

10. Intellectual Property

All content on this website (logos, text, images, etc.) is owned by Star City Pet Pros and may not be used without permission.

11. Privacy Policy


By using our website, you agree to the terms of our Privacy Policy which outlines how we collect and use your personal information.


12. Updates to Terms

We may update these Terms of Service at any time. Continued use of our site or services means you accept any changes.

13. Contact

For questions about these terms, reach out at:

 starcitypetpros@gmail.com

 (540) 278-4295