

Chocolates on My Pillow

First-Rate Concierge Service

Frequent Questions & Answers

Do you offer gift certificates?

Yes. Personal Concierge Gift Certificates come in a attractive presentation with a chocolate treat bonus!

What is your hourly rate for Personal Concierge Services? PDF Rate Sheet

Email info@chocolatesomp.com for a copy of our rate sheet.

Is there a minimum of hours you must be hired for?

A minimum of 1 hour will be charged for all completed services. Additional time will be added at 15-minute intervals.

For clients who have purchased a time package, a minimum of 15 minutes will be charged for all completed services.

Do you pet-sit?

Yes. See Pet Sitting Section Below

Do you do light house-cleaning or cooking?

We will arrange those services as well as others like landscaping and plumbing.

Can I buy blocks of time to save money, or is the rate consistent?

Chocolates on MY Pillow's gift of time packages give you (or someone you love) extra hours each month!

Time Package

10 hrs of Personal Concierge Services at a 10% discount off our standard hourly rate.

This package makes an excellent gift for a new mom or Senior Citizen.

Time2 Package

20 hrs of Personal Concierge Services at a 15% discount off our standard hourly rate

With this package you can spend your time doing something for YOU instead of running errands all over town!

Ultimate Time Package

30 hrs of Personal Concierge Services or Event Planning at a 20% discount off our standard hourly rate. This package is designed for ultimate stress relief!

Do you work in both the city and suburbs?

We have clients in both the city and suburbs. If you live in an area we don't cover, don't worry we can refer you to a concierge in your area.

How much of advanced notice do you need?

A 24-hour notice for all service requests is appreciated. We try to accommodate all of our clients on a first come, first serve basis.

Pet Sitting FQ&A**How much do pet sitting cost?**

Our regular hourly fees apply. There is an additional \$3 charge for each pet in excess of 3. There is also an additional charge for holidays (New Years Eve, New Years Day, Easter, Memorial Day, Forth of July, Labor Day, Thanksgiving Day, Christmas Eve & Christmas Day.

How much advance noticed do I need to give to schedule pet sitting?

One weeks advance noticed is appreciated.

Is there an initial set up fee?

Yes, there is a one time charge of \$25 – This fee covers meeting you at your home to getting acquainted with you and your pet, obtain house keys, receive instructions for your pet, sign contracts, etc. The fee also covers gas and travel.

Is returning of keys included in the initial set up fee?

For infrequent pet sitting, there is a \$5 additional charge to pick up keys and return them. In instances of ongoing pet sits, keys may be retained by Chocolates on MY Pillow in a secure location and without indication of who the keys belong to. A system has been set up to ensure security of information and keys.

How long do pet sitting last and what is included?

Pet sitting included water & food freshening, treats (if requested), medications administered (if requested), loving – cuddling – playing with your pet, dogs walked or let out, and litter box maintenance. In order to schedule pet sitting a minimum of 30 minutes must be scheduled. You are welcomed to schedule longer visits.

What do you recommend for “out of town” visits?

For dogs at least 2 visits per day (Unfortunately, they don't have the luxury of a litter box.) For cats it is recommended 1 visit per day or 1 visit every other day.

For out of town visits we will also bring in mail and newspapers, water plants, feed fish, and rotate lights (appearing you are home.)

Do you supply the food?

In order to maintain a customary diet, we ask that you have necessary supplies. If re-supply is necessary, reimbursement will be required upon your arrival home plus a \$10 re-supply fee.

Do I pay before or after my return?

Payment is due prior to commencement of service unless otherwise agreed. And charges / fees for additional visits, pet supplies or emergency situations are billed separately by addendum invoice at conclusion of service. Addendum invoices are due upon receipt of invoice.

What happens if I cancel?

For cancellations 48 hours or more in advance, no charge and less than 48 hours notice, cancellation fee applies.

Can you email me to let me know how my pet is doing?

Of course, we will let you know how your "kid(s) are doing via email. Jus give us your email address so we can send you an update. Your email address, as well as any other information is held confidential.

Can I call you to see how my pet(s) are doing?

Yes. Make sure have Chocolates on MY Pillow's telephone number and hours of operation handy.

If you have other questions, feel free to contact us at 800.883.8713.