

Key Policy

Every customer, old or new, will get 2 free key pick-ups and 2 free key drop-off's. Once those 4 trips are used, each key pickup will cost \$15 and each key drop-off will cost \$15 (Taxes included).

Should you choose to leave your key with us and use our "Keep-Key" service, we will send you a consent form to sign, which certifies that we indeed have your key stored safely until you request to have it back.

If you are wondering what to do if you have a Medco key or a passcard/fob (larger buildings) those keys can also be copied providing you or your building manager has the authorization code. Yes, they cost more than the regular key, but likely it won't cost more than 2 or 3 pickup/drops at \$15 each.

You can also choose to invest in a lockbox and lock a key for us securely outside your home for each booking that you hire us for. We will gladly put the key back inside the lockbox at the end of our bookings. However we must note that if there is any malfunction of said lockbox, West Island Cats will not be held liable.