

Policies & Standard Operating Procedures:

A meet & greet consultation, proof of current rabies certificates for every animal in the home, a signed agreement and veterinary release, and a completed online profile including a linked payment card is required. After the requirements have been fulfilled, care can be booked with a non-refundable deposit in place. The balance for services is billed to you on the day services start.

- **Standard Business Hours:** are from 9 am – 5 pm, Monday – Friday. For visits conducted outside of business hours, a \$10 fee will apply to each visit. For service requests with less than 72 hours notice, the \$10 fee will also apply. (Out of hours fees do not apply to pet sitting packages.)
- **Transparency:** Please be upfront and detailed about your pet's experiences, including but not limited to; your pet's bite history, any major medical ailments or surgeries, if they're a known escape artist, if they have suffered from abuse or neglect, etc. I want to make sure that extra safety measures are in place for your dog and their immediate environment.
- **Deposits:** are non-refundable and required to book care. If booking during a high-peak/holiday date range, payment is required in full unless a different payment plan is worked out. Holidays listed below.
- **Hazard Pay:** may be added to your bill for the following but is not limited to; difficult to work with pets, pets with a bite history, for aggression, extra clean up, etc.. and is due within 24 hours of completed service(s). If your pet is too difficult to walk, your care provider will let you know, and any future walks will be canceled.
- **Cancellation Policy:** For services that do not span a holiday/high peak, a 30-day cancellation policy is in effect.
- Dogs are walked separately so that safety can be prioritized and individual training goals can be achieved. If the combined weight of 2 dogs is less than 30 pounds, neither dog is leash reactive, and they have decent to excellent walking skills, they can be walked together.
- **Holiday/High Peak Dates:** 1/13-16, 3/17-20, 3/17-4/1, 5/24-31, 6/30-7/6, 8/30-9/4, 11/20-11/30, and 12/18-1/1.
- A set of (2) keys to access your home/condo must be either; kept on file with TPA, secured to a lockbox on your property, or if they key needs to be handed off, a \$35 pick up/drop off fee will apply.
- **Home Access:** During services, no other persons may have access to the home including but not limited to cleaning services, family members, or other care providers. For example, cleaning services must be canceled if the typical day they clean your home falls on a day I am caring for your pet(s).
- **Returning Home Early:** If you need to return home early from your trip, you are required to notify TPA by phone call and text message, at least 6 hours prior to your early arrival home. Remaining services will not be refunded.

Services, rates, and policies are subject to change. Additional fees are added for clients outside the travel radius.