

Policies & Standard Operating Procedures:

- **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:** The Pet Advocate, Ltd. accepts cash or check for services rendered. A 25-50% deposit is required for pet sitting services and is non-refundable. If booking care during high-peak/holiday date ranges, a 100% deposit will apply. Deposits are not required for drop-in visits or walks, but payment in full is due the day of service.
- **Holiday Fees:** Holiday/high peak are typically \$25/day and this charge applies on the following dates: 1/13-16, 2/14-18, 3/17-31, 4/18-20, 5/23-31, 6/29-7/6, 8/29-9/5, 11/20-11/30, and 12/19-1/1.
- **Cancellation Policy:** For services that do not span a holiday/high peak, a 14-day cancellation policy is in effect. There is a 48-hour cancellation policy for all drop-in visits or walks. Since high peak dates require payment in full to book, you can cancel your trip at any time. No refunds or credits will be applied due to cancellation.
- **Hazard Pay:** may be added to your bill for the following but are 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.
- **Walk Policy:** Dogs are walked separately so that safety can be prioritized and individual training goals can be achieved. The only exception; 2 dogs can be walked together if their combined weight is 35 lbs or less and they possess decent to excellent walking skills (no pulling, no reactivity).
- **Travel Fees:** Service area includes the greater Denver area to Colorado Springs, as well as mountain counties west of those metros (Teller, Park, Summit, Lake, Jefferson, Douglas, & Boulder county). Travel fees can apply and range from \$10-\$25 per round trip per day, depending on where the client lives from TPA's home office.
- **Home Access:** A set of (2) keys to access your home must be kept on file with TPA or secured to a lockbox on your property. A \$35 pick up/drop off fee will apply for key hand-off. During pet sitting services, no other persons may have access to the home including but not limited to cleaning services, family members, or other care providers. (Cleaning services can be scheduled for the day you arrive home.)

A meet & greet consultation, proof of current rabies certificates for every animal in the home, and a signed agreement and veterinary release is required to make a booking. After the requirements have been fulfilled, care can be booked with a non-refundable deposit in place. The balance for services is due the day service starts.

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