**The following constitutes the practices for Go Pee Pee Dog Walking & Pet Care, LLC. Your signature on this document indicates your acceptance of these procedures and policies for the time that Go Pee Pee Dog Walking & Pet Care, LLC is in your service (hereinafter “Go Pee Pee Dog Walking”).**

**Consultations:**
An in-home consultation is **required** for all new clients/pets prior to service. It allows us all to meet and become familiar with your pet(s) and their routines. This is a free consultation. It is preferred that you have this service agreement read and accepted BEFORE the consultation. Keys or house codes should be available at the time of the consultation.

**Keys:**

**We require 1 copy of keys to your home at the time of the consultation.** Even in cases where we are using a garage code or keypad, we need the back-up key. When it is requested the keys be returned to the client, they will be left inside the secured home when we leave the premises after a final scheduled visit.

**Scheduling:**
All visits can be requested by the client via Facebook (@GoPPdogwalking), Messenger/text, or phone call. Scheduled visits will usually be confirmed via text but can also be confirmed by a phone call at client’s request.

**Visits:**

**All visit arrival times are approximate.** We do our best to visit your pets at the ideal time you would like, but we **cannot** offer an exact time. Instead, we will guarantee a sixty (60) minute time block for each visit which can mean we will possibly arrive before or after scheduled time. If we cannot make it within the sixty (60) minute window, we will let you know via text or phone call when we will arrive.

**Outside of Regular Business Hours/Weekends:**

All visits occurring outside regular business hours of 6:00am-6:00pm, Saturday, Sunday are subject to a **surcharge of $5 per visit**.

**Holidays:**

All visits occurring on the holidays listed below are subject to a **surcharge of $10 per visit**.

**Holidays:** New Year’s Eve and New Year’s Day, Memorial Day Weekend (3 days), 4th of July and the day after, Labor Day Weekend (3 days), Thanksgiving and the Friday after, Christmas Eve and Christmas Day. Closed Easter Sunday.

**Payments:**

**Payment is due, at the latest, 2 days before the scheduled visit.** Payments can be made via Zelle (preferred) or Venmo (sandyvdl). We accept all major debit/credit cards through PayPal\* ([www.paypal.com](http://www.paypal.com)). Or payments can be made in person via check, made out to Go Pee Pee Dog Walking, at the initial consultation. Declined deposits will incur a $25 fee and the visit will be canceled unless another form of payment is made.

Clients that regularly schedule visits will be invoiced on the first of each month for the prior month’s services.

*\*You do not have to have a PayPal account to use PayPal.*

\_\_\_\_\_\_\_\_ Client Initials

**Cancellations:**

**We have a 48-hour cancellation policy**. Except for emergencies or illness, we ask that you let us know at least two days in advance if your plans change and we’ll refund your deposit or apply a credit for future services.

**Cancellations made less than 48 hours before the scheduled services will be charged in full for the first day unless you are a recurring customer.**

\_\_\_\_\_\_\_\_ Client Initials

**Use of Prong or Choke Collars:**

Go Pee Pee Dog Walking has a strict policy against the use of any aversive equipment to walk your dog. In order to take your pet out on a walk, please have available an appropriate collar (preferred collar, not required: Martingale (no buckle) - prevents ability to slip out of collar) or appropriate harness (Freedom Harness with chest D ring helps to limit pulling). If you would like Go Pee Pee Dog Walking to supply a collar, a purchase price of $20.00 will be billed to you after pet visit and due upon receipt.

\_\_\_\_\_\_\_\_ Client Initials

**Extreme Weather/Emergencies:**

While Go Pee Pee Dog Walking is prepared to walk and visit in all types of weather, please be aware that walks may be shortened or delayed due to extreme weather. The safety of your pets is our priority, and during extreme heat or cold, visits may just be potty breaks or short walks and will include more playtime inside. Your pet care professional will use his/her discretion, but please make us aware of any special circumstances for your individual pets. Additionally, if the weather/roads are making travel difficult, we may have to delay or shorten visits in order to service all our clients.

In the unlikely event of such severe weather/emergency conditions that would prohibit us from safely accessing your home to care for your pet(s), we recommend that you have a back-up caregiver (i.e., neighbor or family member) on file with us. Please know that we will do our absolute best to care for your pets when promised, but for the comfort of your pet(s) and your peace of mind, it’s helpful to have a contingency plan in place.

**Access:**

Please make sure that we have clear, safe access to your driveway and designated areas of your home. This may include leaving lights on, having snow removal service, informing neighbors/security that we will be visiting, etc. Additionally, please keep any walkways, patios, decks, etc. that are used by pets and pet care professionals clear and free of snow and ice to avoid injury. Any costs incurred by Go Pee Pee Dog Walking (towing, damages to vehicles, medical care, etc.) due to heavy snow or unsafe conditions will be charged to the client.

**Fenced in Yards / Letting Pets Out:**

Go Pee Pee Dog Walking has a strict “no off-leash” policy, meaning that your pet care professional will only let dogs outside off-leash into a fenced-in yard or with a dog trained on an Invisible Fence. It is Go Pee Pee Dog Walking’s policy to actively monitor all dogs while they are outside, however, we cannot be held responsible for gates and/or latches that are not secure, or dogs that bust through invisible fence lines or weak areas of a standard fence. For their safety, we do not allow cats outside unless on a leash.

**Yard Feces:**

For the safety of all pets and consideration to the pet care giver, we require clear and sanitary access to all areas of the yard to properly monitor the dogs and attend to them. If the yard is not clear of feces, Go Pee Pee Dog Walking will pick up the waste for clean and safe access to the yard, and will be charged back at a rate of $22 per half-hour of labor. We will always pick up after your dog(s) while they are under our care.

\_\_\_\_\_\_\_\_ Client Initials

**Supplies/Equipment:**

To best provide for the well-being of your pets, we require some basic supplies and equipment: properly fitted collar and/or harness and an appropriate leash for walking, poop bags, food, medication, towels, cleaning supplies and litter. If these supplies are not provided or deemed inadequate by your pet care professional, Go Pee Pee Dog Walking will not be held liable for any uncleaned pet or related messes.

**Release of Claims Other Than Negligence:**

Go Pee Pee Dog Walking cannot be held responsible for damage to the client’s property, theft, or injury to pet(s) unless these are the direct result of willful misconduct or negligence on the part of Go Pee Pee Dog Walking or our pet care professionals.

To avoid miscommunication and liability confusion, we strongly prefer to be the only providers caring for your pets. If the client chooses to allow another person access to the home during our service period, the client relinquishes any claims against Go Pee Pee Dog Walking and its employees, except those claims arising from direct negligence or intentional harm caused by Go Pee Pee Dog Walking.

**Limits of Liability:**

The pet owner will be responsible for any damages or medical expenses resulting from an injury to any person(s) or domestic animals that the pet encounters, including Go Pee Pee Dog Walking’s sitters. It is the policy of Go Pee Pee Dog Walking to be cautious with pets on walks to avoid any negative encounters. However, the pet owner will be liable for medical expenses and/or damages that result from a bite, scratch, or fall injury due to pet behavior. The pet owner agrees to hold harmless and defend Go Pee Pee Dog Walking in any claims made by a domestic animal’s owner or other persons injured by their pet.

Additionally, Go Pee Pee Dog Walking is not responsible for any injury to the pet or damage to the property of the client or others unless such damage is caused by the willful misconduct or negligence of Go Pee Pee Dog Walking or its employees. We make every effort to ensure that gates/fences are secure, and leashes/collars are properly fitted before taking pets outside. However, the pet owner is ultimately responsible for maintaining the security of locks/latches/gates and for making sure their home and yard are pet proof.

**Go Pee Pee Dog Walking & Pet Care Guarantee:**

Our goal at Go Pee Pee Dog Walking is to provide the professional care for your pets while you are away. Your peace of mind is important to us. Go Pee Pee Dog Walking guarantees that we will provide the services stated in this agreement in a reliable, caring, and trustworthy manner. If you have concerns or are unsatisfied, please notify Go Pee Pee Dog Walking management within 48 hours and we will work to correct the issue to your satisfaction.

Please sign that you have read and agree to the above policies and service agreement.

Client’s Name (Printed):

Client’s Signature: Date: