



TAIL-WAGGERS POLICIES

RESERVATIONS AND CANCELLATIONS:

● Reservations

Although we will always do our best to accommodate everyone's needs, if you're not a full time client who comes out 5 days a week, we recommend scheduling your walks at least 72hrs in advance in accordance with business hours. Walks or Visits scheduled less than 48hrs cannot be guaranteed. Advanced notice will help to ensure your requested walk(s) get scheduled in the event your usual dog walker is unavailable or over booked.

● Cancellations

All cancellations made in less than 24hrs hours of a scheduled walk/visit are subject to the full charge. Please understand that we have scheduled time for your pet(s) and may have had to turn others down.

We understand last minute emergencies happen, and if this is your case and need to book or cancel in an emergency please contact us directly at 647-205-9405 or 647-668-8245.

This Cancellation policy is also put in place to protect our Dog Walkers. Regardless of what the circumstances may be, our dog walkers come prepared to travel through any weather, and we feel their time should be respected.

HOLIDAYS:

● Holidays

An additional charge of \$8.00 per service/visit will apply on the following holidays: New Year's Eve, New Year's Day, Easter, Mother's Day, Father's Day, Canada Day, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.

● Holiday Cancellations

Please inform Tail-Waggers of your cancellation as soon as possible.

Any holiday cancellation with less than one week's notice prior to the start of the visit will be charged 50% of the total scheduled visit.

Any holiday cancellation with less than 24 hours' notice will result in a 100% charge of the total scheduled visit.

RATES:

Dog Walking | ***Private walks available upon request***

Group Walks
3 or more days per week
30min \$17
1hr \$22

1 or 2 days per week
 30min \$22
 1hr \$30

Puppy Potty Breaks {Quick let out}

\$15.00 per visit

Cat Sitting

\$17.00 per visit

In Home Pet Sitting

\$85/per day & \$10 for each additional dog

**Services prior to 9am and after 5pm will incur a \$8.00 service charge per visit.
 Prices excludes applicable HST taxes**

GENERAL INFORMATION:

● **Key Pick Up / Key Drop Off (i.e. Key Transfers)**

One complementary key pick up is provided during the initial consultation. **Two sets of keys MUST be provided**, one for the sitter, and one for the office for back-up use and/or emergencies.

Your keys will then be held in our office safe for use on future visits. For security purposes keys are coded and do not have your name or address on them. You may choose to have your keys returned to you after each service, but there will be a \$15.00 charge each time a key transfer meeting is needed.

If keys are not provided at the time of consultation and must be picked up by one of the Tail-Waggers staff outside prior to the visit, then a \$15 fee applies.

Due to liability and safety concerns, we cannot accept assignments with hidden keys as the primary form of home access. Garage door codes can be given as a secondary form of access but not the sole one in the event the garage breaks.

Feel free to call us if you are ever locked out of your home or lost your key. A \$15 fee will apply for this service.

● **Substitutes**

A back up (substitute) sitter or walker is always assigned to each pet. If your assigned walker isn't available for whatever reason you will be notified that another walker will be made available for whatever length of time needed.

● **Medications**

Tail-Waggers walkers/sitters will attempt to administer all medications as requires by the owner but cannot held responsible for complications of medications that arise as a result. If there is a fear that an animal will react negatively to the administration of a medication (e.g. bite, severely scratch, aggression) the walker/sitter reserves the right to not administer the medication. The company will inform you of such as soon as possible.

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● Immunizations

All pets must have the required and necessary immunizations before service begins including rabies vaccination. Every year you'll be required to present that years vaccinations proof. The company reserves the right to "stop" the services if these documents are not presented for the safety of all other dogs under our care, specially when in group walks.

● Inclement Weather / Snow Removal

Dogs will be walked in most weather conditions; however, they will not be walked during severe storms for the safety of your pet and their pet sitter. During these times your pet will be taken out to do their business, then back inside to spend quality time and lots of TLC. We will either contact you or leave a note on the report card when these conditions arise and explain how services were carried out for that day.

If driving conditions are not quite safe enough to have your pet with us in the car then for those pets that are driven to participate in a group walk, will be walked alone that day. This will inevitably cause the schedule to stretch out and some dogs will be picked up later than usual.

● Miscellaneous Service Charges

Additional meetings needed for instructions, meeting our staff sitters or key transfers are \$15 (after the initial free consultation).

● Payment

Clients will be emailed invoices bi-weekly for completed services and have the option to pay online through PayPal or email interact.

If there is an unpaid balance for more than 5 days of receiving the invoice a charge of \$5.00 will be assessed and a minimum of \$5.00 will accrue on that bill every 15 days thereafter. If the unpaid balance on the account remains unpaid for 45 days, the account may be turned over to a collection agency or attorney and the client may be held responsible for court costs, attorney or collection agency fees and interest for each month the account is past due.

There will be a \$35.00 charge for bounced checks.

● Refusing or cancelling a service

Tail-Waggers reserves the right to refuse or cancel the services to any pet. The personnel will review reasons of refusal as soon as possible and the refusal or cancellation will either be upheld or another sitter/walker will be provided. At no time will a pet be abandoned unless the immediate safety of a sitter/walker is at risk.

● Termination Policy

Please understand that we request a 1 week notice if you no longer need Tail-Waggers services. Verbal phone messages, written e-mails, or mail are all welcome forms of communication. NO TEXTS please.