

The Paw Walker

Lakewood Ranch Florida

941-704-6576

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www.thepawwalker.com



Policies & Helpful Hints for Pet Clients

The Paw Walker is a pet sitting company committed to providing your pets with loving, professional, and safe in-home care. The following information will help you prepare & know what to expect as services begin.

Initial Interview

The initial interview is a wonderful opportunity for you to meet The Paw Walker and for me to meet your pets. We discuss and document your pet's care needs and daily routine plus gather information to help me set up your client account and to care for your home while you are away. Typically, the interview lasts about an ½ hour and there is no charge for this consultation and is required for all new clients before services begin.

Reservations for Services

After the initial interview, your client account is set up and this allows you to confirm your schedule and make future service reservations in a variety of ways:

- Email reservation - To email requests for new services or to change or cancel existing service, please email christinesantora@thepawwalker.com . Once receive, The Paw Walker will respond to your request as soon as possible and let you know if available. This is the best ways to communicate your request for pet services.
- Phone reservations- Call [941-704-6576](tel:941-704-6576) for all phone reservations. If you receive the voicemail, leave a detail message and The Paw Walker will return your call to confirm your request. Office hours 9:00 AM - 7:00 PM.

The Paw Walker will accept short notice reservations if available. Reservations are on a first come/first serve basis. While The Paw Walker makes every effort to satisfy your pet service request, there may be times when the schedule is at maximum capacity. Under no circumstances should you assume you are covered without direct confirmation from The Paw Walker. In an emergency, make sure to **call** and not email your requests. **These requests have extra service charge if less than 4 hours. Check rate sheet.**

Pet Visits

- Hours - Pet visiting hours are from 7 A.M. - 9 P.M. Services are usually completed during this time unless behind schedule or other arrangements have been made. Mid - Day break are usually from 11 A.M. - 2 P.M.
- Number of Required Visits - The Paw Walker requires at least 3 visits a day for dogs and 1 visit per day for cats when the client is scheduled to be gone for more than a day excluding the day leaving and returning. Exception must be approved with The Paw Walker.
- Time Requests - The Paw Walker will make an effort to accommodate your visit time requests. Sometimes due to circumstances beyond our control such as pet illness or messes, traffic, weather conditions or other unexpected events, our visit may be adjusted accordingly. Pets on time-sensitive meds or having other special needs are given priority on the schedule.

Pet Care

Make sure to have plenty of pet food, medications, leashes, collars, poop bags, potty pads, litter and household cleaning supplies on hand during pet sitting visits. Plan an extra day or two beyond what you think will be needed. Many clients have experienced unexpected travel delays.

- Medications - Leave written instructions regarding the pet(s) current medication routine. Medications will be provided as directed. If your pet is not amenable to taking medications, resists, hides, or is unwilling or unable to take their medications let us know how you would like to handle the situation. Sometime pets can not always be successful getting their medications in the home setting. **IF** your pet's medication is critical and you are unsure whether your pet will accept their medication, it may be better to consider medical boarding.
- Records - Please notify your vet that The Paw Walker is caring for your pet(s). Have vet records in an easy to find location in case of an emergency. Proof of vaccination, current pet licenses, and pet carriers for each animal are required...especially in case of disaster or if emergency placement is needed. Please let us know if you do not have a pet carrier.
- Health - The Paw Walker will not diagnose, prognoses, or make therapy decision nor does it offer veterinary services. Any veterinary / medical concerns will be referred to your veterinarian on file. We will not care for acutely ill pets or those with uncontrolled medical conditions. Vet boarding is recommended.
- Safety - It is the Owner's responsibility to ensure that fences, latches, gates and doors are pet-proof both indoors and outdoors. Pets with access to the outside should wear **ID** tags with your cell phone numbers, even if they are micro chipped. The Paw Walker shall not be held responsible for the loss, injury, death, or actions of any pets that are allowed free-roaming, unsecured, have dog doors or electric fences when unattended by The Paw Walker.
- Pet Behavior - The Paw Walker will not accept pets that have or had a history of vicious or violent behavior (bite). We will not accept aggressive, unruly or dogs that choke or lunge themselves on their leash. The Paw Walker reserves the right to define these terms. We will not take dogs to dog parks or off leash.

Payment

The Paw Walker is a prepaid service. Cash or personal checks are accepted.

- **Vacation or day trip clients:** Payment must be made in full on or before the first visit of each trip. The Paw Walker will invoice you by email or mail the week before your scheduled reservation. If you do not receive an invoice before your trip, please contact us to confirm your reservation.
- **Weekly or frequent use clients** may prepay on a weekly, bi-weekly or monthly schedule. Invoice will be sent weekend prior to weekly reservations. Please contact us regarding the most convenient method of payment for you.
- **Requests that include Overnight visits and Holidays visits** are required to pay full amount at time of request for reservation. Invoice will be email or mail immediately upon your request. You can mail your check to The Paw Walker Inc. 11523 Palm Brush Trail #206 Lakewood Ranch, FL 34202. Reservations will be confirmed once payment is received. This is due to limited space for Overnights and busy holiday requests.
- In the event of additional unforeseen visits or other costs (pet food, supplies, extended clean up, vet trip or i.e.), payment is expected within **5 days** of the completion of services. Professional carpet cleaners may be called if needed. (Owner's permission if can be contacted) Hourly Rate **\$40.00**.
- Check current rate sheet for pricing on pet services. Rates are subject to change without notice.

Failure to leave payment or send before first visit could result in cancellation of remaining visits by The Paw Walker and any return check will result in a \$50 service fee.

Cancellation of Reservations

All refunds (less appropriate cancellation or other fees) are offered in terms of future pet services or check refunds.

- The Owner must notify The Paw Walker Inc. of visit cancellations at least 48 hours before the scheduled visit. The Owner agrees to pay the scheduled visit(s) rate if the **24 hour notification** is not provided.
- The Owner must notify The Paw Walker Inc. of visit cancellations that included **Overnight and Holiday** visits at least **7 days** before the first scheduled visit. The Owner agrees to pay the scheduled visit(s) rate if the 7 days notification is not provided.

If you return home early from your trip without 48 hours notice, you will not be credited or refunded for any unused visits. Certain exceptions allowed.

Holidays

There is an additional service charge on holidays listed below. Please check rate sheet for current charge.

New Year's Day	Easter Sunday	Memorial Day	July 4 th
Labor Day	Thanksgiving	Christmas Eve	Christmas Day
New Year's Eve			

Gratuities

When you wish to reward The Paw Walker with a gratuity for a job well done, tips are gladly accepted in cash at the time of service or the desired tip amount may be added to your check.

Emergency Vet Care

If your pet is ill or injure while you are away, The Paw Walker will call you immediately. If you do not respond or can not be reached, we will contact at least one of the Emergency Contacts listed or veterinary on file. If the vet office is closed or we are instructed to use an emergency care provider, we will transport your pet to Animal ER of University Park 941-355-2884.

If the owner cannot be reached immediately, they hereby authorizes and consent to such medical services or care which are necessary or appropriate for pet(s), including the selection of veterinary personnel and facilities and transportation or transfer of my pet to such facilities and in connection with such treatment, services and/or care, to authorize and consent in my name and on behalf of the owner to such emergency or necessary surgery, diagnostic or corrective, as they may determine to be necessary for the life, health or well being of my pet, after reasonable consultation with duly licensed veterinarians.

It is understood that the owner will be financially responsible for any and all time and costs incurred. The Paw Walker assumes no responsibility for the loss of any pet(s) and is release from all liability related to transportation, treatment, and expense.

Please let us know if you have financial or medial limitation for your pet's care or if you do not wish your pet to receive emergency services. We will not be responsible for payment of veterinary or emergency care fee. To ensure your pet will be service in a timely manner, leave a credit card authorization on file at your veterinarian when traveling.

Emergency Phone Numbers and Contact Persons

If you will be out of town while we are pet sitting, please remember to let us know for each trip when you are leaving, a phone number where you can be reached (include a land line phone if possible) and the day and time you are expected to return. This information might be the same on the Client's information page but can change for each trip.

Anyone designated to be your emergency contact persons in our records must be reachable during the time you are out of town. They must also be willing and able to enter your home and able to care for your pet(s). This ensures that in the event of an emergency, in case something happens to you while you are away, or if we for any

reason can not continue providing care for you pets there is someone identified who is able to assume responsibility for your pet(s). Contacts listed on Client Information Form.

Home Access

All clients are required to provide 2 working sets of house keys at contract signing along with any instructions to arm and disarm any alarm system in the Owner's home. If we are asked to pick up or drop off keys, there will be an additional \$15 per trip. The Paw Walker will not mail keys at all.

Garage door codes, openers and sensitive key pads might not work due to power outage or dead battery. Without key access, we can not be responsible for completing assigned pet sitting duties or responsibilities and may not be able to help you in case of last minute or emergency.

Check One

Keep key indefinitely until requested

Key returned date: _____

The Paw Walker will pick up key before schedule visits and will return key to owner within _____ days of returning.

Key will be left _____ for The Paw Walker to pick up on first visit and will maintain key until final visit and leave at same location. (The Paw Walker will not be responsible for any damages, theft or unforeseen conditions once key is left via owner's instructions on last visit if home is access by unknown person(s).)

Sitter Backup

In the event of personal emergency or illness of The Paw Walker, the client authorizes The Paw Walker to arrange for another qualified pet sitter to fulfill the responsibilities. Client will be notified in such a case if possible before hand. All terms and conditions set forth on this contract will apply to the replacement sitter and client. It is our policy that your pets are not left without scheduled visits. If you would like to meet with other sitter on call ahead of time there is a \$15.00 fee.

Sharing Pet Care Duties

We do not share duties with anyone who is not contracted and insured & bonded with The Paw Walker. We will not be held responsible for injuries, damages, expenses, or any pet or home related problems that arise when others are involved in visiting your pets or working in / around your home during your absence. If you choose to allow friends, family, neighbors, workers or other invited guests in your home while you are away, please notify us of who they are and why they are there. We have the right to refuse services if the situation seems unacceptable to us.

Cancellation of Agreement

The Paw Walker in its discretion, reserves the right to deny service or terminate service due to safety concerns, financial concerns, or any other conditions due to deemed inappropriate. The Owner in its discretion, reserves the right to cancel this agreement with notice to The Paw Walker as long as there are no outstanding balances owed. Keys will be returned at that time if still retained by The Paw Walker.

This Service Agreement form will remain valid and in effect for as long as the undersigned remains The Paw Walker, permitting The Paw Walker to accept telephone and emails reservations for services and enter client premises without additional signed contracts or written authorization. Contract will renew every 2 years.