

Who, What, Where, When, Why and How Much?

Policy and Procedure

Wuffy Walks provides loving at home pet care while owners are away. Whether you go on vacation, a business trip, need midday visit to walk, feed or cuddle your pet; Wuffy Walks will be there when you can't be.

Reservations: It is best to plan a couple of weeks in advance in order to obtain services on the dates you desire. An in-home interview is required, prior to reservations, for all new clients. While we can tentatively pencil in your dates we must meet you and your pets and access your needs before we make a commitment to providing your pets' care. During this initial meeting we will also review and complete forms and sign agreements.

Keys: Wuffy Walks will obtain your house key during the initial visit, when service is scheduled and agreements are signed. Keys will be returned within 7 days of the end of your service, in person or by certified mail. It is recommended your key remain in your Wuffy Walk's file for convenience in future use of our service and to enable telephone reservations, thus avoiding future key pick up charges (\$5.00).

Reservation confirmation: Always directly confirm your reservation with Wuffy Walks. This ensures that we won't miss your message and your pets care will continue uninterrupted.

Extended Absence: In the event you have to be away longer than planned it is mandatory that we hear from you! We will only accept extensions of service by direct confirmation. Your pets' well-being depends on our communication!

Cancellations: Cancellations may be made up to 2 days in advance of your scheduled service. Any deposit will be credited to your account. If canceling less than 2 days prior to the first day of your scheduled service period, a fee of 25% of the total service fee is applied.

Holidays: Holiday seasons are hectic for everyone - make your reservations early! There is an additional fee of \$5.00 charged on these holidays - New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

"Comfort Calls": You may call Wuffy Walks between 7 a.m. and 8 p.m. CST daily to check on your pet during your absence. Since I'm often out, please leave a message and your call will be returned promptly.

"Wuffy, I'm Home" calls: Please remember to call when you have returned home safely! Otherwise, I will need to continue visiting to assure the safety and well-being of your pets. Additional trips will be added to your bill at the regular rate. Please call, email or text at ANY hour and leave a that you have returned.

Choose the plan that fits your needs

Vacation Plan: This type of service, designed for vacations and business trips, has a beginning and an end date. Your options are:

- Once daily visits - minimum number of daily visits for cats, birds, fish, hamsters and other small caged pets are visited at approximately the same time each day.
- Multiple daily visits - twice daily visits minimum number of daily visits for dogs over 9 months of age. Three times daily is required for dogs under 9 months of age.

In addition to the daily pet care, this plan includes the 'extras': pick up mail and newspapers, water plants or garden, daily clean up (scoop yard /litter box), lights and TV/radio turned off in the morning and on at night (twice daily visits), set out trash on collection day, etc.

Walking Plan: This type of visit will occur Mon. – Fri. between 11am and 4 pm and is designed for dog walking and midday meals/potty breaks for youngsters and old timers. This service is very beneficial to pets whose owners are unable to perform midday care tasks due to work schedules. Of course, Wuffy Walks must have client's key on file for daily visits. If the customer commits to 5 days a week a 10% discount will be applied to the normal visit rate.

Dogs over 30 pounds MUST WALK POLITELY on a leash or harness and have no history of dog aggression. NO chokes or pinch collars.

Duration of visits: Vacation visits will be for a minimum of 30 minutes, dog walks/potty break visits are a choice of a 20 minute walk or 30 minute yard play. Every attempt will be made to give your pet the care and attention required in the allowed time.

Rates

New clients' fees for scheduled visits are due during the initial interview, or at the time reservations are made. Fees for subsequent scheduled service periods are due as follows:
Vacation Plan: \$20.00 per visit up to 2 visits in one day, 3 visit package \$55.00 , 4 visit package \$65.00 (maximum 3 pets, each additional pet \$1.00 per visit. Payment is required either prior to or on the first day of service.

Walking Plan: \$17 per walk or play time (maximum 2 pets, each additional pet \$1.00), fees are due each Monday or paid in advance monthly.

Fees due for unplanned expenses (see below) or emergencies will be billed bi-weekly. Balances left unpaid in excess of 30 days will be sent to collections ~ the client will be responsible for those fees, as well ~ unless other arrangements have been made in advance.

Holidays: There will be a \$5.00 daily fee in addition to regular per visit fee charged for services ON the following holidays New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. All deposits for these holidays are NON- REFUNDABLE.

Unplanned fees: there will be a \$10.00 charge as well as reimbursement if the sitter has to restock depleted supplies – it is the owners' responsibility to provide more than adequate amounts of food, litter, treats, medications, flea products and other items needed for complete care of their pets.

Acceptable methods of payment: Cash, checks, money orders, credit card, paypal and online payment through QuickBooks are accepted.

Returned checks: Client agrees to pay a \$20.00 fee for each check returned by the client's bank regardless of the reason.

Other Stuff

Visitors: Please notify Wuffy Walks if others (maids, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Wuffy Walks' services have been engaged. The police will be called on all intruders or suspicious acts without exception.

Wuffy Walks, company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons., that shall enter your residence for any purpose while Wuffy Walks is caring for your pets.

Emergencies: Everyone has them! Feel free to call if an unexpected need arises; while we will make every attempt to accommodate your needs, availability on short notice is dependent on my current schedule. Wuffy Walks networks with other area sitters for this reason and if we can't fulfill your emergency pet care needs we will try to help you contact a competent professional pet care provider who can.

I will carry a copy of YOUR emergency contact form with my daily log (your name + contact's name and phone number) in the event I have an unexpected accident or illness. Please be sure this information is current and that the designated contact has access to your home to ensure your pets care continues uninterrupted.

Unsecured pets: Wuffy Walks will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.