



## DOG WALKING AND PET-SITTING POLICIES

### 1. Scheduling

Scheduling is on a first come/first service basis and can be made up to 6 months in advance. For pet-sitting, we generally fill up one to two weeks in advance and during holiday seasons we may be fully booked three to four weeks in advance.

### 2. Confirmation Call (Prior to out-of-town departure)

Two days prior to our first visit we will contact you to reconfirm our scheduled care and the fees. If you do not receive this call or email please call us! If your schedule has changed please call us immediately! This call or email is to verify that all information is still correct and to ensure your pet's needs are carried out as intended.

### 3. Confirmation Call (Return from out-of-town departure)

Upon your return home it is imperative that you call us right away so we know that you are back and we are officially off-duty. We will continue to come on a regular schedule until we hear from you in case there are unplanned travel delays. Late night calls are not an issue – please call! Leaving that late night voicemail will prevent us from waking you with an early morning phone call or visit. We will catch up on the bill for any additional visits once you have returned. Also, we do appreciate if you call when you have gotten all the way home.

### 4. Early Returns/Cancellation

If you cancel 24 hours or less prior to the time of the first visit there will be a \$10 cancellation fee. (For regularly scheduled dog-walking clients, each of you has one cancellation free per month to accommodate the occasional sick day or day off work.)

We understand that your plans may change and are very flexible when provided advance notice. If you return home early, please notify us immediately! If, however, you do not notify us of an early return and we make a trip and find you home, the regular visit charge will apply.

### 5. Inclement Weather

In the event that weather conditions seriously hinder our ability to reach your pet, we will follow the warnings, alerts, and guidelines of Iowa State Highway Patrol in determining when it is safe to travel. Quality pet care and safety is our first concern. The inclement weather plan will be as follows: 1) Every ef-

fort will be made to drive to your home; 2) The service schedule may be changed, interrupted, or altered due to circumstances; 3) If it is not possible to drive safely to your home, your emergency contact will be notified, 4) You will be notified that this contingency plan has been executed.

## **6. Medications/Vaccinations**

If your pet has had any health issues since our last visit or is currently taking any medications please let us know. We ask that you always leave us a note with the current dosage of any and all medications or supplements.

## **7. Pet and House Clean-up**

We will properly dispose of pet waste and, to the best of our ability, clean up any accidents your pet may have. Topp Canine Solutions LLC is not responsible for any carpet/flooring stains created by your pet(s). We do request that you provide plastic bags, towels, cleaning products, paper towels, trash bags, and indicate where you would like the waste disposed of if any should occur.

## **8. Security of Your Home**

Please keep us up-to-date on who has access to your home or who may be working in your yard. We are concerned with the security of your home as well as your companions. If other people have access to your home, Topp Canine Solutions LLC cannot be held responsible for injury to your pet(s) or property caused by their negligence.

## **9. Outside Pets**

Topp Canine Solutions LLC cannot be held liable for the injury, disappearance, death or assessed fines of pets with free access to the outdoors.

## **10. Veterinary Arrangements**

If your pet needs veterinary attention in your absence, we will make every effort to contact you immediately. We will work closely with your regular vet. If your regular vet is not available, we will work with ISU's emergency services. Please let your veterinary clinic know that we are your chosen care provider. If veterinary care is required you will be responsible for all fees and payments.

## **11. Errands and additional duties**

If you run out of a necessary supply or some other duty is required in your absence the charge to take care of these details is \$10 per ½ hour (with a ½ hour minimum) plus any expenses incurred.

## **12. Payment**

Payment, in full, is due on or before first day of care. We accept cash, check, and Paypal payments. For those scheduling midday walks, we arrange a regular payment situation.

## **13. Keys**

Please double-check the key you provide Topp Canine Solutions LLC to be certain it works properly. As a security precaution our copy of your key is kept in a secure, locked system and is anonymously coded to ensure clients' confidentiality. If you prefer to have your key back we can make arrangements for that. If

the key exchange involves an additional trip to your home, we will ask for an additional \$10 to cover the added travel expense. A second option for key return is via US mail. To cover costs, the charge for this option is \$3.

#### **14. Office Hours**

The phone is monitored from 8 AM – 8 PM every day of the year. If your call is an emergency or you are calling to find out how things are going at your home we will return your call as soon as we get your message. Otherwise we conduct the business of contacting clients between 10 AM – 6 PM Monday through Saturday. We do our best to call you back within 24 hours, with the exception of Sunday.

#### **15. Policy Changes**

All policies and guidelines are subject to change at Topp Canine Solutions LLC's discretion. Current clients will be notified of any changes that do occur within a timely manner.

Download a copy of this policies form for your own records or to have it ready for our meet-n-greet.