



DogGone Days



Policies and Procedures

Interview and consultation

Prior to booking service from DogGone Days our representative will arrange a convenient time to meet with owner and pet(s). This allows everyone to become acquainted and for us to meet your pet(s) and answer any questions or address any concerns you may have. At that time we will go over the Policies and Procedures, contracts, instructions, complete forms, and acquire keys. For dogs, it is highly recommended that you allow the representative a brief opportunity to walk your dog outside of your residence at that time.

Reservations

Generally, we ask that you give a minimum of two weeks notice for services required. This way, your pet(s) will not be left alone. Availability is on first come, first served basis. The more notice we have, the better chance you have for booking your dates.

Dog walking

Daily dog walks are performed typically between the hours of 10:00 am and 4:00 pm. Every effort will be made to arrive at your residence at the time agreed to at booking. We allow a 90-minute window in case there is an emergency or delay. Payment for daily dog walking services is expected weekly on the last day of service for that week via a cash payment or by check payable to Rebecca Gaines. DogGone Days reserves the right to refuse service for non-payment. Services will continue as soon as payment is made.

Vacation/Travel care

Vacation/travel care for your pet(s) is commonly referred to as pet sitting. This service will be available upon request and subject to DogGone Days' availability.

Collars, leashes, and tags

DogGone Days representatives will be more than happy to use your leash when they walk your dog. If you forget to leave one out for us, we will have one available. While in our care, a DogGone Days pet tag will be placed on your dog, which states that your pet is being cared for by us and includes our phone number. We feel this is a very important part of our service should your dog(s) get loose while you are unavailable to be reached.

Return check charge

Client agrees to pay a \$25 fee for each check returned by the client's bank regardless of the reason.

Holidays

There will be a \$10 fee in addition to regular per visit or travel care fee charged for services on the following holiday/holiday weekends: New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. Holidays are subject to DogGone Days' availability.

Keys/Access Code

At time of contract signing, you will need to provide DogGone Days with your preference for us to gain access to your home. If access is via a garage code or alarm system, an access code with specific instructions will need to be provided on the "Client Profile" form. If access is with a key, then you will need to supply DogGone Days with a working copy of the key.

Access to home

We understand that you may have relatives, neighbors, cleaning or repair services that could have access to your home while you are away or at work. DogGone Days is not responsible for any damages incurred to your home or pet by said persons or businesses. Please notify us if there will be anyone else having access to your home. We also reserve the right to decline services if you have made arrangements for someone else to care for your pet(s) while we are doing the same.

Unsecured pets

DogGone Days will not be held liable for free-roaming outdoor pets or pets left in backyards in the event of illness, injury, loss or death. It is highly advisable that all pets wear appropriate ID and that they remain inside your home or confined for their own safety and well-being in your absence.

Pet Owner

Date

DGD Representative
Rebecca Gaines
(630) 728-6674

Date