



“PAWLICIES” and PROCEDURES

November, 2017

We have created this policy and procedures roadmap so that all Clients/Pet Owners are clear on how to **Schedule a Walk, Cancel A Walk, Request Last Minute Services**, and all of the other policies and procedures that are vital to the smooth operation of The Daily Dog, LLC, safety and exceptional care of your pet(s) and home at all times.

Hiring The Daily Dog, LLC means that you have a professional staff of dedicated animal lovers to care for your pet(s). Our Administrative Assistant is responsible for all visits, no matter who provides them. To avoid miscommunication, missed visits, visits not being cancelled appropriately, all correspondence needs to come from and to one source; our Administrative Assistant. In our years as professional pet care providers, we have learned that having a consistent route of communication assures, both our Clients and staff, no detail will slip through the cracks.

If you have any questions, as always, please email us at scheduling@dailydog.net or call us at 781-733-0210. Our administrative hours are Monday-Friday 8:30am-6:00pm and Saturdays 8:30am-1:00pm. Although we always try to respond to our clients as soon as possible, please understand that it may take 24 hours to respond to a message received.

VITAL POLICIES AND PROCEDURES

1. Assignment of Professional Dog Walker(s)/Pet Sitter(s)

We will assign a Dog Walker/Pet Sitter to you that lives in your town or near your town. We will also assign a back-up Dog Walker/Pet Sitter in the case of an emergency, sickness or vacation so that we can complete the regular service for you and your animal. You will most likely have one professional staff member taking care of your pet during dog walking services, and another professional staff member caring for your pet for pet sitting services. We strive for continuity for the benefit of both you, your pet and our pet care specialist, as it provides a more comfortable visit, walking or pet sitting experience. All walkers and sitters are subject to background checks, are certified in Pet CPR & First Aid and are trained on our pet care standards before they are allowed to take care of a Client's pet without supervision

2. Scheduling or Cancelling Services

New Clients: Please contact our Administrative Assistant at 781-733-0210 or scheduling@dailydog.net. She will set you up within our pet software system, your personal pet page log-in, schedule your first service and then send you instructions on how to go about doing it yourself going forward, at your own convenience, any time of day or night, 365 days a year.

New and Current Clients

Please log-in to your personal pet page to

- agree to our terms and conditions / policies and procedures
- schedule your daily walks,
- schedule pet sitting services
- cancel walks or pet sitting services
- update pet vaccination information
- update veterinary care information
- update emergency contact information (2-3 contacts)
- update emergency care maximum dollar amount
- communicate/leave instructions for your professional pet care provider
- write down any quirks we need to know about (afraid of big dogs, little dogs, cars, loud noises, etc...)
- upload a photo of your dog as this is extremely helpful for all walkers
- set-up your payment system

PLEASE NOTE: Our Dog Walkers and Pet Sitters are never allowed to schedule or cancel services for you at any time. You are required to use our pet software or call our Administrative Assistant to do so at all times, without exception.

3. Dog Walker/Pet Sitter Substitutions

When the time comes that your regularly scheduled Dog Walker or Pet Sitter is on vacation, sick or is no longer working for The Daily Dog, you agree that The Daily Dog can substitute your regular walker or sitter, with another professional pet care provider from The Daily Dog,. Please note, we reserve the right to change caretakers for staff vacations, sickness, emergency situations or termination of employment, with little or no notice. If you would like to schedule a 15-minute appointment to meet your "Substitute Dog Walker/Pet Sitter", there will be a \$15 charge for their time

4. Pet Vaccinations

For the safety of your dog, other pets, and our walkers/sitters, The Daily Dog requires that all of the pets in our care be up to date on their rabies vaccines and submission of proof uploaded to our pet software is required prior to any service being performed, no exceptions. It is the Client/Owner's responsibility to upload annual vaccination information to your pet portal every year.

5. Pet Sickness or Prior Injury

If you notice that your pet seems under the weather (vomiting, coughing, loose or bloody stools, lethargy, diarrhea or has been diagnosed with a contagious illness), for the safety of your pet and our other Clients, please cancel your scheduled service. If your dog becomes ill while in our care, we will contact you immediately, and then return the dog to your home where it can be more comfortable. If your dog is diagnosed with kennel cough (Bordetella) he or she will not be allowed to return to group walks for at least 15 days. Kennel cough is very contagious and spreads very quickly so we take extreme caution when an animal becomes infected. If your dog was injured or had some sort of surgery prior to our service, please make note of this in the pet software prior to the service so that your provider is made aware.

6. Pet Emergency Care

In case of a pet emergency, if we cannot get in touch with you to inform you of your pet's condition and it is an emergency situation that requires medical attention, we will act on behalf of the dog's best interest, within reason, at the owner's expense (per Emergency Care Form documentation). We will transport your dog to its primary veterinarian as per our records in the pet software. If your vet is unavailable, or not in close enough proximity, we will take your pet to the nearest animal hospital/emergency care facility. All medical expenses will be the responsibility of the sick/injured pet owner.

7. Mother Nature (Weather)

We are hardy New Englanders and are well-equipped to weather the elements and walk in all kinds of weather. It doesn't matter if it is rainy, windy or snowing. We will be out there and doing our jobs to the best of our ability as long as it's safe for all parties involved. Please assume that despite any weather conditions, if you have a visit scheduled with The Daily Dog, LLC we will show up unless we contact you otherwise.

On days where our ability to provide service is hindered by Mother Nature, in conditions such as sleet, hail, icy roads, blizzards and hurricanes, please keep in mind that we may need to cancel or adjust walking times and will notify you via phone or email. The cancellation fee will be waived if scheduled walks are cancelled by 9PM the night before a major storm / school closure. Any scheduled walk that is cancelled before 8AM the day of a major storm / school closure will be charged 50% of the service. Any scheduled walk that is cancelled after 8AM the day of a major storm / school closure will be charged 100% of the service. If the weather is extreme (hot, cold, stormy) we may shorten your pet's walk to protect both dogs and walkers. Please let us know in advance if your pet has difficulty in any type of weather and would prefer that we spend time with your pet doing something inside other than an outdoor activity. In the event of a city/town declared emergency such as inclement weather, we reserve the right to refuse your service during the declared emergency.

8. Entrance to Your Home (Keys)

The Daily Dog, LLC pet services **requires Clients to use a lock box and key to be secured on property.** If Client does not provide a lock box, The Daily Dog, LLC will provide one for the Client at the start of the service. A \$10 security deposit will be added to Client's first invoice for lock box provided by The Daily Dog, LLC. The security deposit will be credited back to the Client upon the termination of any Daily Dog, LLC service contract within 14 days. If client asks us to remove the lock box after final service and the walker has to make a special trip, the Walker/Sitter will remove the lock box and leave the key inside the home of the Client for a removal fee of \$15.

Key must be place in a lock box. It is strongly discouraged to leave a key under the doormat or to leave the door unlocked. If you choose to utilize other arrangements, all liability of The Daily Dog, LLC is negated, as we cannot be certain who is responsible if a door is left unlocked or property is damaged.

9. Clean Dogs/Happy Parents (Towels, Poo Bags)

It is our goal to return your dog as clean as we found them. In order to do so, The Daily Dog asks that you provide towels we can use to wipe off your dog when they return home, and also poo bags so that we can make sure to clean-up your yard and/or neighborhood. Please indicate in your Client Details Section of your pet page where we can expect to find your "dog appropriate towels" and any other supplies if they are not left out with your leash.

10. Treats/Cookies/Yum Yums

Please provide treats for your walker to give to your pet and indicate in your Client Details Section of your pet page, where we can expect to find them if they are not left out.

FULL NAME PRINTED _____

FULL NAME SIGNATURE _____

DATE SIGNED _____