



www.pawesomepals.com

OUR POLICIES AND PROCEDURES

Interview and Consultation:

Our initial consultation is where we exchange some very important information. Generally, we gather information to prepare our *Service Agreement* and review details to prepare for the pet care and/or dog walking visits to take place. At this meeting you will need to provide two (2) tested and working keys to your home and provide payment in full for your initial services. (You may be invoiced for future services and terms are outlined in the *Agreement*. Generally, daily dog walks are billed prior to services being provided; other services will be billed weekly or monthly, payable within 10 days of bill. You may opt to pre-pay for a month in advance as a discount for being a recurring client, this option is not available for “on call” and part time clients.)

During our initial consult is when we learn about you, your pet, any specific needs or instructions and identify important information for any emergency situations. Please be certain to have important information regarding your pets’ health and vaccinations ready. You should also consider what measures you wish to be taken in terms of veterinary care should an emergency arise. During an emergency is not the time to make these important decisions.

Payment requirements are outlined in the *Service Agreement*. Any returned checks are subject to a \$35.00 returned check fee. We currently accept Cash, Checks and Money Orders as forms of payment. We unfortunately do not currently accept credit cards or debit cards.

Your Contact Information:

It is **imperative** that you always provide us with up to date contact information for yourselves, a neighbor, your veterinarian and any other important people it may be necessary for us to be in contact with (i.e., landlord, management company, etc.) After a visit we like to provide a brief service update for you and this is done through texting or email. It is important for us to have reliable and up to date contact information at all times.

Updates on your pet and their condition during extended or vacation absences may be obtained by calling 781-733-4870 between the hours of 9 AM and 8 PM. You will receive an email after each visit to your home as well.

Making Your Reservations / Booking Appointments:

In order to obtain the services on the dates you desire, it is always important to contact us as early as possible. We do require an in-home consultation prior to beginning services for all first time clients. We are pleased to “pencil in” requests for services but please understand that we

must meet you, your pets and assess general care requirements before making the commitment to providing your pets with care.

Requests for services and booking appointments may be made via email to info@pawesomepals.com if they are made at least 5 days in advance. Appointment requests made via email are VERIFIED & CONFIRMED only with a return email. A telephone call for appointments and bookings will be verified with an email as well. **Please note, if your absence must be extended Pawesome Pals, LLC requires direct, verbal confirmation – a voice mail, message or email sent alone are not sufficient by themselves for extended services or additional visits. You may always contact us at 781-733-4870.**

Should you arrive home earlier than you expected from any absence, you may opt not to have the services you arranged for provided, however, you are still responsible for FULL payment as Pawesome Pals, LLC has reserved this time for you and your pet and has turned away other business as a result.

Cancellation of Services:

For all clients, **cancellation of services must be made 72 hours in advance.** If you are making a cancellation that is not received at least 72 hours before the scheduled services, a minimum of 50% of the scheduled service will be due. If your cancellation is on a holiday, 100% of the amount will be due. Please be certain to get verbal confirmation (*again, no voice messages please*) of your cancellation of services.

If your cancellations are received on time any deposit funds will be returned.

Inclement or Severe Weather Conditions:

If Pawesome Pals, LLC is scheduled to provide services during severe weather, or a natural disaster such as a hurricane or snow storm, we will do our best to provide services as scheduled. Weather conditions can sometimes be unpredictable and Pawesome Pals, LLC will make every effort to provide services *provided* there is no potential harm that may come to your pet or our representatives during this time. We will not risk harm to pets during unpredictable or dangerous weather conditions. For the safety of your pets, please consider an emergency alternate plan. Should the circumstance arise that we are unable to provide services due to extreme weather conditions, perhaps a neighbor, friend or relative in close proximity to your home should have access to your home in case extreme weather has made travel prohibitive. You will receive credit for any future service if another caregiver other than those affiliated with Pawesome Pals, LLC is caring for your pet during an extreme weather condition.

We will make every effort to post a notice of our ability to provide services on our website homepage to help keep you up to date in severe weather situations.

Emergency Situations:

Pet Emergencies: Pet emergencies will be addressed during our initial interview and consultation. A *Veterinary Release* form is required to be completed by all pet owners. This document details exactly what measures you wish to be taken in the event of an emergency with your pet. It will identify which veterinary office you go to, and every effort will be made to use your vet of choice. It also details permissions, payment arrangements and other necessary details that should be thought of in advance to an emergency happening. Our policy includes a \$40/hr. fee that will apply when caring for your pet in an emergency. This is important as all other pets scheduled *after* you pet will not be seen as a result of putting our full attention to your pet. We will never leave your pet unattended unless you have given permission for us to release your pet to a caretaker or a vet.

Personal Emergencies: Unfortunately, we all experience emergencies of our own as well. It is imperative that you or a proxy contact Pawesome Pals, LLC if you experience and emergency and need to change, cancel, or extend services for any reason. You should identify a proxy contact in the event that you are unable to contact us yourself. Should extended services be required, you or your proxy will need to identify those needs as soon as possible. Again, we will make every effort to accommodate your needs.

Pawesome Pals Emergencies: Lastly, it is possible that we may experience an emergency ourselves. In this case, you will be contacted and every effort will be made for an affiliated member of our team to provide services. If a member of our staff should be unable to provide you with services ourselves, we will make every effort to have a professional and competent business associate in our field provide services for you. A copy of your service information will be provided to that professional and they will be provided access to your home so your service is not interrupted if we should experience an emergency. We make arrangements for this for the safety and well being of your pet as it is always our priority. A credit for the services to be provided will be given to the client in the event that one of our Pawesome Pals team members or affiliates can not provide care **at all**. We will always do our best to contact you directly as well. Again, this is an important reason for us to always have up to date contact information for all of our clients.

Notification of your return:

We want to know that you have returned home at your earliest and most convenient opportunity. Please give us a quick call to prevent any unnecessary 'wellness checks'. In the absence of notification from you, we want to be certain that your pets are ok and we will continue to check in and provide services for the safety and well being of your pets. Additional visits will be billed to your account at our current applicable rates. Please call us at ANY hour to leave a message that you have arrived and all is well. Contact us at 781-733-4870 to notify us.

Our Holiday Schedule:

The following is our Holiday Schedule and services provided on these days have an additional \$10. premium added to regular service prices. Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve Day are subject to a \$25 premium.

New Year's Eve - Check for availability of services

New Year's Day - Check for availability of services

Valentine's Day (services after 3 PM)

Easter Sunday

Memorial Day

Fourth of July

Labor Day

Columbus Day

Halloween (after 3 PM)

Thanksgiving Day

Christmas Eve and Christmas Day - Check for availability of services

Daily Dog Walk Items:

This service is invaluable to pet owners that have puppies, dogs that require a high level of activity or are older and require more frequent visits outside. We also recommend this service for those pet owners living in apartments, condominium or other small spaces. If you work long hours and are unable to provide your pet with ample activity you may experience behavior issues as a result of your pet's boredom. We feel strongly that a tired dog is a happy dog and a good dog. Well exercised dogs are less likely to be aggressive and/or destructive.

A heavy duty, nylon, 4' leash should be provided. **Do not leave a retractable leash**, as it will not be used. It is important to review with us at your initial consultation whether or not your dog has been leash trained, if they are good with other animals (as they may be encountered on a walk) and if there any behavior issues for us to be aware of when walking your dog (barking, lunging, good with other dogs/cats). If you are currently training your dog in any area, please notify us as we will do our best to reinforce and support this training when we visit.

Special Requests and Instructions:

All specific instructions must be written out by you and given to us. We will keep your request on record and will be certain to follow your instructions. This is especially important if we are being asked to administer pet's medications. We have a medication release to help you detail instructions.

Should you have a special request – such as transporting your pet to and from a grooming appointment or to and from a Vet's appointment, we will be happy to assist you if our schedule permits. If we are to accompany your pet for the duration of transportation and the visit, our

