

Elite Dog Walking Policies and Procedures

Thank you for choosing Elite Dog Walking for your pet care needs. To ensure the highest quality of service, please review the following policies and procedures.

General Policies

Cancellation Policy

- **Daycare Reservations:** Cancellations for daycare reservations made less than three weeks from the scheduled date will incur a charge of 50% of the service cost. Cancellations within one week of the scheduled service will be charged in full.
- **Dog Walking:** Cancellations must be made at least 24 hours in advance. Any cancellation made with less than 24-hour notice will be charged as a full visit.

Dog Walking Packages

- **Rescheduling:** If you need to cancel a walk, you can add it to the end of your 20-walk package. This rescheduling is limited to two instances within a 90-day period.
- **Expiration:** 20-walk packages must be utilized within 90 days from the start date.

Fee for Pet Cleanup

- There will be a \$5 fee for each mess your pet makes (poop, pee, vomit) that requires cleanup in the house during the visit/check in.

Last-Minute Emergency Visits

- For last-minute emergency visits scheduled within 24 hours, an additional \$10 fee will be applied per reservation, walk, or sit.

Holiday Fee

- A \$20 holiday fee will be applied to each service provided on the following holidays: Memorial Day, Fourth of July, Easter, Labor Day, Thanksgiving Day, Black Friday, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. This fee is in addition to regular standing walk or daycare rates.

48-Hour Notice for Holiday Cancellations

- If you choose to skip services on any of the holidays listed above, please provide at least 48-hour notice. This advance notice allows for necessary adjustments to my schedule and ensures that all pets receive the care they need.

Add-On Services and Fees

- **Out-of-Town Fee:** A \$10 fee will be added for visits more than 8 miles from Main Street.
- **QR Code Magnet:** If your dog's QR code magnet needs replacement, a \$5 fee will apply.
- **Additional Dogs:**
 - **15-Minute Walk:** \$10 for a second dog, plus an additional \$5 for a third dog and each dog thereafter.
 - **30-Minute Walk:** \$15 for a second dog, plus an additional \$5 for a third dog and each dog thereafter.
 - **45-Minute Walk:** \$20 for a second dog, plus an additional \$5 for a third dog and each dog thereafter.
- **Boarding:**
 - **First Dog:** \$60 per night.
 - **Second Dog:** \$50 per night.
- **Daycare:** \$40 for an 8-hour day each dog up to 2
- **Cat Care:** If cat care is needed during a dog care appointment, an additional \$5 per cat will be applied.

Thank you for your understanding and cooperation. These policies help me provide the best possible care for your pets while maintaining a reliable and consistent schedule.