



*Dog Walking  
Client Handbook*

***Thank you for choosing The Dog Walking Network as your pet care provider!***

We are a small company in Brooklyn that focuses on consistency in dog walking and superior pet care for all of your furry family members. We get to know your pet through a complimentary consultation then introduce him or her to one of our experienced pet caretakers.

We provide exceptional care for all of our clients and specialize in individually tailored pet needs, from single dog walks for special needs dogs to medical cat sits. We ensure your dog, cat, bird, guinea pig, fish (etc!) receives the love, attention, exercise, and care needed to keep them happy and give you peace of mind.

We provide dog walking and pet care services in Park Slope, South Slope, Greenwood Heights, Carroll Gardens, Boerum Hill, Windsor Terrace, Kensington, Gowanus, Prospect Heights, and Crown Heights, 7 days a week rain or shine.

All of our dog walkers are insured and bonded and all of our pet care providers have lots of love to give!

Please take the time to read through this client handbook to better get to know our services and policies and check out our website at [www.thedogwalkingnetwork.com](http://www.thedogwalkingnetwork.com) for additional details.

If you have any questions or comments, please let us know. We look forward to caring for your pet!

Sincerely,

Amy Crossfield and Lynne Ruffini, Co-Owners  
Jessica Jimenez and Megan O'Leary, Managers  
347-262-4535  
walk@thedogwalkingnetwork.com

### ❖ Hours

- The Dog Walking Network office is open 9AM-5PM Monday through Saturday.
- We provide dog walking and cat sitting services between the hours of 9AM and 7PM, 7 days a week. Exceptions can be made for occasional earlier or later walks.

### ❖ Walking

- We provide half hour and hour long walks in small groups. We also provide solo walks and puppy visits.
- In order to provide walking service, we require the following:
  1. An initial consultation with you and your dog(s)
  2. An Esigned Dog Walking Service Agreement
  3. 2 copies of your keys (they will be labeled with your dog's name only, no address, for safety)

### ❖ Scheduling and Cancellation Policies

- **Scheduling Policy:** Scheduling is quick and easy! It is all done online through your personal profile on leashtime.com. You can also set up the schedule to recur each week. New clients receive login information prior to the start of services. All scheduling requests for afternoon dog walking service must be received by 9AM the day of the walk; all morning and evening dog walking requests must be received by 4:30PM the night before the requested service or a \$5 late request fee will apply. Weekend dog walks must be scheduled no later than 4:30PM the Friday prior to the start of service or a \$5 late request fee will apply.
- **Cancellation Policy:** Walks must be cancelled by 9AM the day of service or the walk will appear on the monthly invoice.
- **Holiday Policy:** All dog walks done on major holidays (New Year's Eve (night visit only), New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve (night visit only), and Christmas) are billed at an additional \$10.
- **Billing:** You never have to worry about leaving a cash payment at home for us. Billing and payment are easy and all done through your profile. Walking invoices are sent via email on the 1st of every month and include all walks for the previous month. We process payment on the 2nd of each month. Easy!

### ❖ **Dog Boarding and Overnights**

- Boarding services for your dog(s) in a private caretaker's home can be arranged for short or long term stays. Each boarding day is based on a 24-hour period of care. We can arrange pickup and drop off services, if needed
- Overnights in your home with your dog(s) can be arranged with one of our pet caretakers; we begin overnight service with an afternoon walk on the first day and wrap up with a morning walk on the last day
- **Scheduling Policy:** Boarding and overnight service must be scheduled 4 days prior to the start date, or 7 days prior to the start date during the holidays.
- **Cancellation Policy:** Boarding and overnight service must be cancelled 4 days prior to the scheduled start of services; 100% of services will be charged 4 days prior to the start date.
- **Holiday Policy:** Boarding and overnight services scheduled during major holidays (Easter (Friday through Sunday), Memorial Day (Friday through Monday), 4th of July (1 day before and after), Labor Day (Friday through Monday), Thanksgiving (Thursday through the following Sunday), and Christmas (December 24-January 1) will be billed at an additional \$15 a night.
- **Billing:** Boarding and overnight services will be billed 4 days prior to the start of service or will appear on your monthly dog walking invoice.

## ***Fees for Service***

### ***Dog Walking M-F between 11am and 5pm***

1 Dog \$20 per 1/2 hr

1 Dog \$31 per hour

2 Dogs \$27 per 1/2 hr

2 Dogs \$38 per hour

Puppy Visits \$25

1 Dog (that must be walked alone) \$26 per 1/2 hr

### ***Dog Walking M-F Mornings (9AM-11AM) and Evenings (5PM-7PM)***

1 Dog \$27 per 1/2 hr

2 Dogs \$34 per 1/2 hr

### ***Dog Walking Sat and Sun***

All walks on weekends are 1/2 hour

1 Dog \$30

2 Dogs \$36

### ***Specialized Care Boarding***

Based on a 24 hour period, includes all walks

1 Dog \$90 per night

2 Dogs \$105 per night

### ***Pick up and Delivery***

\$50 each way

### ***In your Home Overnight Dog Sitting***

Based on a 3 walk day/night

1 dog \$90

2 dogs \$105

### ***Cat Sitting***

\$30-per 1/2 hr visit

\$34-\$45 1/2 hr medical visit

**All walking, cat sitting, and overnight (not boarding) services are subject to**

**8.875% sales tax. We accept e-check, MC, Visa, and American Express.**

**(our service agreement below will be sent in an email from HelloSign for simple esigning)**



**Dog Walking Service Agreement**

The Dog Walking Network and its staff will not be responsible for injury caused by Client's dog(s) to another animal or person including The Dog Walking Network and its staff or injury caused to Client's dog(s) by another dog. The Dog Walking Network and its staff will, however, take the utmost care and precaution in handling, walking, and caring for Client's dog(s), making sure the client's dog(s) are never willingly placed in the company of aggressive dogs, and immediately remove Client's dog(s) from any dangerous situation arising during the course of service provided by The Dog Walking Network.

Client will be notified immediately in the case of an animal emergency or sickness. In the event that the Client cannot be contacted, the Client's veterinarian shall be notified. All veterinary bills resulting from the above shall be the sole responsibility of the owner.

Client also agrees to give The Dog Walking Network one (1) week notice should Client decide to discontinue walking service.

If The Dog Walking Network or any of its staff is called on to provide any type of lock out service for Client, there will be a \$40 charge that will appear on Client's bill.

\_\_\_\_\_ I have read and understand all of The Dog Walking Network's scheduling and cancellation policies highlighted on page 3 of the Client Handbook.

\_\_\_\_\_ I authorize the release and use of the keys to my home to The Dog Walking Network management and staff.

**Date:** \_\_\_\_\_ **Client Signature** \_\_\_\_\_