



*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 [www.thedogwalkingnetwork.com](http://www.thedogwalkingnetwork.com) for additional details.

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

Best,

Amy Crossfield and Lynne Ruffini, Co-Owners

### ❖ 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

### ❖ 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:
  - An initial consultation with you and your dog(s)
  - Two copies of your keys
  - A signed Dog Walking Service Agreement

### ❖ Walking Scheduling and Cancellation Policies

- All scheduling is done online through Leashtime; new clients receive log-in information prior to the start of services
- **Scheduling policy:** All scheduling requests for afternoon dog walking service must be received by 8:30AM the day of service or a \$15 late request fee will apply; all morning and evening dog walking requests must be received by 4:30PM the night before the requested service or a \$15 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 \$15 late request fee will apply.
- **Cancellation policy:** All weekday walks must be cancelled by 8:30AM the day of service; 100% of service will be charged after this point. Weekend dog walks must be cancelled by 4:30PM the Friday prior to the start of service; 100% of service will be charged after this point
- **Holiday Policy:** All dog walks done on major holidays [New Years 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.

### ❖ Dog Boarding and Overnights

*At this time, we're only able to provide boarding and overnight services to our regular walking customers*

- 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 pick up 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 during the holidays, or a one-time \$25 last minute fee will apply
- **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. For services scheduled during the holidays, services must be cancelled 7 days prior to the start of services; 100% of

services will be charged 7 days prior to the start date [holidays include: Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas (December 24-January 2)]

- **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 during non-holiday times and 7 days prior to the start of service during the holidays

# ***Fees for Service***

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

- 1 Dog \$18 per 1/2 hr
- 1 Dog \$28 per hour
- 2 Dogs \$24 per 1/2 hr
- 2 Dogs \$35 per hour
- 1 Dog (that must be walked alone) \$23 per 1/2 hr

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

- 1 Dog \$24 per 1/2 hr
- 2 Dogs \$30 per 1/2 hr

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

All walks on weekends are 1/2 hour

- 1 Dog \$28
- 2 Dogs \$34

## ***Specialized Care Boarding***

Based on a 24 hour period, includes all walks

- 1 Dog \$80 per night
- 2 Dogs \$105 per night
- 1 Cat \$40 per night
- 2 Cats \$60 per night

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

\$35 each way

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

Based on a 3 walk day/night

- 1 dog \$90
- 2 dogs \$105

## ***Cat Sitting***

\$27-per 1/2 hr visit (up to 2 cats)

\$30-\$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.**



## **Dog Walking Service Agreement and Contract**

For the purposes of this document, the term Client is synonymous with the person contracting services for one or more domestic animals. The Dog Walking Network is synonymous with the pet care company providing care for the Client below.

This agreement is entered into, by, and between Amy Crossfield and Lynne Ruffini, Owners of The Dog Walking Network and \_\_\_\_\_ (please print), Client/Pet Owner.

The Dog Walking Network provides dog walking services for Client's dog(s) and by signing this contract, Client agrees to the terms below.

To maintain walking service with The Dog Walking Network, client agrees to schedule no less than 2 walks per week on an ongoing basis. Exceptions are made for times when client may be away.

The Dog Walking Network and its contracted 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 contracted staff or injury caused to Client's dog(s) by another dog. The Dog Walking Network and its contracted 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 violent or aggressive dogs, and immediately remove Client's dog(s) from any animal fight or 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.

The above waiver of liability in favor of The Dog Walking Network shall not apply or be effective if The Dog Walking Network's conduct in providing its pet care services is found to be grossly negligent or reckless.

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 the client handbook and understand all of The Dog Walking Network's scheduling and cancellation policies.**

Date: \_\_\_\_\_ Client Signature \_\_\_\_\_ Dog's name \_\_\_\_\_

Date: \_\_\_\_\_ Owners, The Dog Walking Network Inc \_\_\_\_\_  
Amy Crossfield, Lynne Ruffini