



*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
- **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

### ❖ Dog Boarding and Overnights

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

- We provide boarding one dog at a time based on a 24 hour period; extended stays can be arranged depending on availability; 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 20)]
- **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

### ❖ **Cat Sitting**

- Cat sits are 1/2 hour and include playtime, feeding, litter cleaning, and providing lots of love
- **Scheduling policy:** Cat sits must be booked 72 hours prior to the start of service or clients will incur a \$15 last minute fee; holiday cat sits must be booked 7 days prior to the start of service or clients will incur a \$15 last minute fee
- **Cancellation policy:** Services must be cancelled 72 hours prior to the start of services; 100% of services will be charged 72 hours prior to the start date

### ❖ **Scheduling**

- All scheduling is done online through Leashtime; new clients receive log-in information prior to the start of services
- All scheduling requests for afternoon dog walking service must be received by 8:30AM the day of service; all morning and evening dog walking requests must be received by 4:30PM the night before the requested service; we will do our best to honor same-day requests, but cannot guarantee availability; a \$15 last minute fee will apply to services booked after 8:30AM for afternoon dog walks and 5PM the evening prior to the start of service for morning and evening walks
- 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
- Boarding and overnight service requests must be received 4 days prior to the start of services or a one-time \$25 fee will apply
- Cat sit requests made within 72 hours of the start of service will incur a one-time \$15 last minute fee; holiday cat sits must be booked 7 days prior to the start of service or \$15 last minute request fee will apply
- **Holiday Policy:** All dog walks done on major holidays [New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve (night visit only), and Christmas] are billed at the weekend price or an additional \$5 if holiday falls on a weekend day. All boarding/overnights are an additional \$15. Cat sitting done on major holidays and the surrounding days are an additional \$5. For boarding, overnight and cat sitting services, Christmas holiday rates apply from December 24 to January 2.

## ***Fees for Service***

### ***Dog Walking M-F between 11am and 4:30pm***

- 1 Dog \$17 per 1/2 hr
- 1 Dog \$27 per hour
- 2 Dogs \$23 per 1/2 hr
- 2 Dogs \$34 per hour
- 1 Dog (that must be walked alone) \$22 per 1/2 hr

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

- 1 Dog \$23 per 1/2 hr
- 2 Dogs \$29 per 1/2 hr

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

All walks on weekends are 1/2 hour

- 1 Dog \$27
- 2 Dogs \$32

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

Based on a 24 hour period, includes all walks

- 1 Dog \$70 per night
- 2 Dogs \$95 per night
- 1 Cat \$40 per night
- 2 Cats \$60 per night

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

\$30 each way

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

Based on a 3 walk day/night

- 1 dog \$80
- 2 dogs \$95

### ***Cat Sitting***

- \$25-per 1/2 hr visit (up to 2 cats)
- \$28-\$42 1/2 hr medical visit

\*\*Please note that there is a \$30 shopping fee associated with any shopping trips that must be made to replenish supplies. Please note there is a \$45 fee associated with a trip to a veterinarian to retrieve supplies.

**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**

## **Checklist Instructions for Cat Sit**

**Please fill out and print this checklist to be available for pet sitters at each visit.**

### **FOOD**

Where is the cat food stored?

Where is the cat fed?

What is the amount of food to give each visit?

Do we refresh water from the tap, or is a filtered source available, such as Brita or refrigerator?

\*Please note that there is a \$30 shopping fee associated with any shopping trips that must be made to replenish supplies

### **LITTER**

Where is the litter box kept?

Do we flush the litter clumps and solid waste in toilet, or remove from house in bags to dispose of in trash?

Where is fresh litter stored?

Where can we find bags for waste removal?

### **TREATS**

Do you give your cats treats, such as Greenies or catnip, or hairball remedies?

How many treats should we give your cat, if any?

Where are the treats stored?

### **MEDICATIONS**

Is your cat in need of medication? If so, please leave detailed instructions.

What is your veterinarian's contact information?

\*Please note there is a \$45 fee associated with a trip to a veterinarian to retrieve supplies.

## **TOYS**

What is your cat's favorite play activity?

Where are the toys, such as laser pen or soft toys, stored?

## **BRUSHING/PETTING**

Does your cat like to be petted, brushed or combed?

Where will we find brush/comb?

## **PERSONALITY**

Is your cat friendly, shy, easily won over, playful, hypersensitive to touch, a lap cat or full of play?

Does your cat hide, and where might he likely be hiding if he doesn't greet us?

## **FORBIDDEN ITEMS**

Are there any plants, string, plastics, wire, bags, paper towels, foods, toys, or anything that we should keep away from your cats?

Items around the house that we should be aware that your cats must stay away from, such as venetian blinds?

Items that your cat has eaten in the past that have made him ill?

Are there areas of your home that you do not want your cats jumping on, such as counters or table?

## **HOUSE INFORMATION**

Windows: open with screen? Or closed at all times?

Air conditioner, on? What are the temperature parameters?

Does your cat like to dash into the hallway when door is opened?



Do you leave the TV or radio on during the day for your pets?

Do you leave any lights on at night?

Where are your trash can and recycling bins located in your home and in your building? Do we need a key to access the building's trash and recycling area?

Do neighbors or friends have keys to apt? What is their contact information?

Do you have an alarm? Please provide us with instructions.

### **YOUR CONTACT INFORMATION**

Please provide us with contact information and all phone numbers where you can be reached (if you are staying at a hotel, for example).

If you can think of anything else about your cat that you need us to know, please share! Thank you.