**Doggie Dreamz Client Agreement and Policies**

**Booking a Service:**

Doggie Dreamz has teamed up with Time to Pet, which is a robust client portal which houses all of your pet information, contact information, instructions and household details. It functions as a conversation thread with your pet sitters, manages invoicing, and has email sync functionality. Through the portal you can schedule services, add notes, notify us of any changes, upload documents for your pet sitters, and so much more. If you’re not tech-savvy, no fear. Doggie Dreamz is just as happy to answer a phone call or email for scheduling services.

**Payment:**

We keep a credit card on file and you can add this to your online profile or call our admin team and we’ll be happy to do that for you! At the time of scheduling, an invoice is generated on the Invoices Tab inside your portal. Its due date will always be one day after your services are completed. At any point during your scheduled services, you can access that invoice and make a payment by credit card via our secure, encrypted, payment system. If you don’t have time to log-in, no worries! When your services wrap up, we’ll also email an invoice for review. After 3 days, if we haven’t heard from you about any potential discrepancies, we’ll simply auto-charge your card on file.

Did your pet sitter do great? Want to leave a tip? Sure! The invoicing system is setup to add a gratuity for your pet sitter(s), with just 2 clicks, that is distributed automatically based on the % of work they completed for you

**Keys:**

For security reasons, Doggie Dreamz strives to keep as few keys as possible in our possession. We require on-site entry and work with clients to find the best solution for their home. Here are a few examples:

1. Setting up a lockbox at your home (you can purchase or rent one from us with a lifetime replacement guarantee, or set up your own)
2. Access through a coded garage door
3. Access through a coded digital door lock
4. Key check-out with building manager or concierge for apartment buildings that require fobs/don’t allow lockboxes

In the event none of these is an option, talk to us about another arrangement for home access and we can figure out the best method together!

**Emergency Contact Information:**

If your pet becomes ill or injured in our care, we’ll assess your pet’s condition, contact you, and work with you (or your emergency contacts) to create an action plan. If you are unavailable, we’ll follow the instructions in your client portal regarding veterinary care protocols. We will always contact your preferred vet(s) first. Additionally, Doggie Dreamz ensures Pet First Aid certified pet sitters are available all hours and all days to support a pet sitter who may encounter an incident. If you have a specific situation you’d like to discuss, please reach out so we can learn how to best support you.

**Pet Sitters/Dog Walkers:**

We prefer to keep a limited number of pet sitters assigned to your care. If the person you initially meet isn’t available, a fully trained (and informed) substitute will always be available for back-up. All of Doggie Dreamz pet sitters are well-trained professionals, and are covered by our business liability insurance. If you are most comfortable meeting everyone who enters your home, or if your pup needs to familiarize themselves with each of their caretakers, you can setup unlimited additional pet sitter meetings for just $15/each. We hire only the best of the best so you can be sure your pets and home are in good hands!

Adding a pet sitter to our team is a rigorous process that requires no less than: three rounds of interviews, two shadow days, a national background check (criminal, civil, driving, and registered offender lists), 3 reference contacts, company orientation, and a limited-access trainee schedule for their initial month with Doggie Dreamz. We strive to have the most thorough on-boarding process in the industry.

**Cancelations:**

Dog Walking: NO FEE if cancelled by 3PM the day before the scheduled walk. 50% cancellation fee from 3PM-10PM the day before your scheduled walk. 100% cancellation fee if cancelled after 10PM the night before. Monthly Walk Clients get one complimentary late-cancellation per month.

Overnight Pet Sitting: NO FEE if cancelled more than 5 days before scheduled services. 50% cancellation fee if cancelled between 5 days and 48 hours before scheduled services. 100% cancellation fee if cancelled less than 48 hours before scheduled services.

Other Services: 50% cancellation fee if cancelled less than 48 hours of scheduled service.

**Bonded and Insured:**

Doggie Dreamz is covered by a commercial bonding and liability insurance policy (one million dollars) offered through Pet Sitters International—the pet sitting industry’s number one trade organization. We’re happy to show you a copy of our policy upon request.

**Holiday Rates:**

Below are the new Holiday Rates for Overnight Pet Sitting and Dog Walking

Thanksgiving: Overnight $100/night

Dog Walks 30 min $30/per walk

60 min $45/per walk

Christmas Eve: $100/night

30 min Dog Walk $30/per walk

60 min walk $45/per walk

Christmas Day: $115/night 30 min

Dog Walk $33/per walk

60 min walk $49/per walk

New Years Eve: $100/night 30 min

Dog Walk $30/per walk

60 min walk $45/per walk

New Years Day: $100/night

30 min Dog Walk

$30/per walk

60 min walk $45/per walk

**New Office Hours:** Monday –Friday 9am-6pm

 Saturday 9am-5pm

 Sunday 10am – 3pm