

SERVICES & RATES



DOG WALKING

1. Mid-day visit of 20-to-30 minutes consisting of an on-leash community walk (or a fenced yard “let-out” if client prefers); bagging and disposal of client’s pets’ waste left in the community; a treat client provides or authorizes; refreshed water and play/attention/affection for client’s dogs. The rate for this service is \$15.00 per visit for 1 or 2 dogs¹ during normal business hours. These rates only apply to clients with whom DWB&Co. has a recurring schedule of visits, and has a house key on file. As a courtesy, we will (upon request) bring in parcels/newspapers and adjust blinds/lights.
2. Any visit requested between the hours of 3:00 PM and 6:00 PM will be charged at a rate of \$18.00 per visit for 1 or 2 dogs¹; between 6:00 PM and 8:00 PM at a rate of \$20.00 per visit for 1 or 2 dogs¹; between 8:00 PM and 10:00 PM at a rate of \$25.00 per visit for 1 or 2 dogs¹; and between 10:00 PM and 10:00 AM at a rate of \$30.00 per visit for 1 or 2 dogs¹.
3. Weekends: Saturdays and Sundays between the hours of 10:00 AM and 8:00 PM will be charged at a rate of \$20.00 per visit for 1 or 2 dogs¹; Saturdays and Sundays between the hours of 8:00 PM and 10:00 AM will be charged at a rate of \$30.00 per visit for 1 or 2 dogs¹.

¹ Please call or email for estimates for 3 or more dogs.

POLICIES

1. Normal business hours for DWB & Co. are from 10:00 AM until 3:00 PM, Monday through Friday.
2. DWB & Co. provides service on most Federal Holidays. If client will be home on any Federal Holiday, it will be client's responsibility to notify DWB & Co. by 9:00 AM of that Federal Holiday that you will not need a visit that day. Those Federal Holidays for 2010 are:

Friday, January 1	New Year's Day
Monday, January 18	Birthday of Martin Luther King, Jr.
Monday, February 15	Washington's Birthday
Monday, May 31	Memorial Day
Monday, July 5	Independence Day
Monday, September 6	Labor Day
Monday, October 11	Columbus Day
Thursday, November 11	Veterans Day

DWB & Co. will provide service on the following Federal Holidays - By Appointment - at an additional Holiday surcharge of \$10.00 during normal business hours (\$20.00 outside of normal business hours):

Thursday, November 25	Thanksgiving Day
Friday, December 25	Christmas Day

3. We will make every reasonable effort to honor any request for a specific “visit time window”, but be advised that we cannot guarantee a specific time or time window each day. Our very first priority every day is the safety of our client’s pet(s), and events may arise in fulfilling that priority that may alter the schedule on any particular day. We provide "back-up" measures for

such occurrences, and will notify our clients if schedules will vary by more than 1 hour. We may also alter our visit time by no more than 1 hour on any particular day in the event of cancellations and schedule changes.

4. Once our client has requested and been assigned a visit window, any alterations in the schedule may only be accomplished if space is available elsewhere in our schedule.
5. Please be aware that DWB & Co. does not train dogs. We will, at your request, try to reinforce any behaviors you have already trained, but we do not have sufficient time on each visit to work with dogs on new behavior modifications.
6. Cancellations: we request that you notify us by email (DogWalkerBill@gmail.com) or telephone (703-791-9598) no later than 9:00 AM on the day of a cancelled visit to give us time to reschedule appointed visits. After 9:00 AM, telephone or text Bill (703-791-9598) before we arrive at your home to avoid a charge. Once we arrive at your home, a charge for that day's visit will be invoiced.
7. Please make all special requests, changes in procedures and/or important informational notes typewritten (email is best: dogwalkerbill@gmail.com). We may not be able to contact you for clarification on handwritten notes we cannot read.
8. DWB & Co. will make every reasonable effort to visit our client's pet(s) during inclement weather. If the DWB office determines it to be unsafe to drive, or authorities declare a state of highway emergency, we will notify our clients immediately. Please see our Special Inclement Weather Policy.
9. If client wishes DWB & Co. to put coats or other outerwear on their dog(s) please leave detailed instructions about where we will find such outwear in clients' home, and when to use it (i.e. "put fleece coat on when temperature is below 32 degrees", "put nylon jacket on when it is raining", etc.).
10. If client wishes DWB & Co. to routinely wipe clients' dog(s) paws after our walk, we request that they maintain a towel or cloth near the entrance to their home. DWB & Co. does try to carry towels each day for this purpose, but cannot insure that we will have a clean, dry one at every visit.
11. If client uses other routine in-home services (i.e. cleaning service), it will be the client's responsibility to insure that those other services are aware that DWB & Co. will be accessing your home to visit and/or walk your dog(s). Such services have been known to deny DWB & Co. access to the home. A standard charge for the visit will incur in those incidents.
12. With regard to other, non-routine in-home services (i.e. painters, plumbers, carpenters, etc.), it is necessary, due to liability, insurance and safety issues, for DWB & Co. to have a standard policy of not entering the client's home whenever such workers are in the home without the client being present as well. If client intends to schedule such work, please contact DWB & Co. as far in advance of the scheduled work as possible so that we might determine if other arrangements can be made.
13. In the event that DWB & Co. determines that our client's pet requires immediate medical attention, we will make every reasonable effort to contact our client at every emergency contact telephone number our client has supplied to us. If we are unable to contact our client, we will attempt to transport our client's pet(s) to the veterinarian our client has specified on a veterinary release form. Failing that, we will attempt to transport our client's pet(s) to a veterinarian of our choosing. DWB & Co. will not be responsible for any medical charges incurred for our client's pet(s).

14. DWB & Co. will only permit our client's pet(s) to be off-leash outdoors in our client's physically fenced yard. If our client's yard is enclosed by an "electronic fence", we will only take our client's dog(s) outside on-leash. We do not take any dog to "off-leash dog parks".
15. In the event of emergency back-up coverage (no other representative than Bill or Dee will ever enter your home), your dog(s) may be let out into your fenced yard rather than being leash-walked. It will be at the discretion of the person providing back-up coverage whether or not it is safe to leash-walk your dog(s). If you object to your dog(s) being released into your fenced yard, please notify DWB & Co. so that we can place those instructions in your file. Please understand that if you do not permit DWB & Co. to let your dog(s) out in your fenced yard (or you do not have a fenced yard), your dog(s) might not receive an outdoor break on a day when visited by the emergency back-up person, should it be determined to be unsafe to leash-walk your dog(s).
16. DWB & Co. will not enter the yard or home of a dog that is showing signs of aggression. If we arrive at our client's home and our client's dog is behaving aggressively, we will notify our client immediately of the situation and our inability to serve our client's dog.
17. An invoice will be issued at the end of every two weeks. Any balance of \$300.00 or less remaining at the time of invoice will be considered due and payable within 14 days of the date of invoice. We reserve the right to suspend service to any client whose invoice balance remains unpaid after 14 days from the date of invoice. Should client's balance due exceed \$300.00, the full balance will be due and payable within 7 days of the most recent invoice, after which time we reserve the right to suspend service pending full payment.
18. DWB & Co. will assess a fee of \$35.00 for any checks returned to us due to insufficient funds. This fee is to cover our bank costs, as well as our time and effort.
19. There is no minimum term of service on this Service Agreement between DWB & Co. and our clients. Either party may cancel this Service Agreement at any time without prior notice. Cancellation of this agreement must be in writing and signed by the owner of the pet(s). House keys will be returned, and any overpayments refunded, to the signer of the cancellation of service notice. Unpaid balances must be paid when house keys are returned.
20. The second priority of DWB & Co., after the safety and well-being of your pet(s), is the security of your home. We pledge to safeguard your key(s) and security information while in our possession, and will not associate your key(s) or security data with any information that links them with you or your home. Your key(s) is kept on our person while making visits, and kept under lock and key otherwise.
21. VERY IMPORTANT! You should not leave your dog(s) unattended without written confirmation from DWB & Co. of service requested outside of our regular mid-day schedule (as specified on your "Mid-day Service Agreement").
22. Key(s) are essential! Garage codes alone are insufficient - they do not work in the event of power failures or dead keypad batteries. Please insure that we have at least two (2) current, working copies of your house keys.
23. In the event of any new and unforeseen circumstances, DWB & Co. will always seek a course of action that, in our opinion at the moment, (1.) first, protects your dogs' safety, and then (2.) preserves your home's safety and security.
24. Services, Rates, and Policies may be subject to change without notice.
25. DWB & Co. reserves the right to refuse to offer services to anyone for any reason.