



## DOG CARE SERVICES AGREEMENT

*We place a high value on ensuring your dog's well being and on having harmony in each group, whether in our home or on the trails. Caring for your dog is a responsibility that we take very seriously; and we treasure the trust that you place in us.*

### **To ensure we maintain a high standard of care for all dog's visiting Paw In Hand please note the following:**

- Availability is limited in all of our dog care services. We try to accommodate clients whenever possible, however if we are already booked please know it is in the best interests of all concerned.
- In some cases we may refer you to another dog care service provider or suggest training depending on the specific needs or behavioural challenges of you and your dog.

### **REGISTRATION**

The following forms must be submitted and reviewed by Paw in Hand before considering registration:

- Dog Care Services Registration Form
- Dog Services Contract (Group Dog Hike and/or Sleepover)

### **Group Dog Hikes**

- Limited availability for regularly scheduled dogs who are walked the same day(s) every week and commit to one full calendar month's service.
- Booking is done 1 month in advance. Drop in spots may be available on a very limited basis.
- Clients are invoiced the week before payment is due.
- Payment required on or before the 1<sup>st</sup> of the month of service.
- Average group size is 6 - 8 dogs, depending on a number of factors including but not limited to each dog's temperament, level of training, choice of hiking trails, group leader, etc.

### **Sleepovers**

- Boarding spots in our home are limited. Bookings are considered based on number of dogs scheduled, individual dogs' needs, temperament and overall group dynamics.
- Booking in advance is suggested especially on statutory holidays, school holidays and short notice bookings may sometimes be accommodated.
- Deposit of approximately 50% is required to secure booking.
- Balance payable upon pick up.

### **TERMS FOR ALL SERVICES**

See our website for up to date rates. Rates may change without notice.

- Payment by cash, cheque, Interac e-Transfer. (Credit card and PayPal not currently available)
- All rates are subject to applicable taxes unless otherwise noted.
- NSF cheques will be subject a \$30 fee.
- Payments overdue will be subject to \$30 fee to cover administrative costs. Any outstanding payment after 30 days will be charged a monthly 2% fee.
- All services are non-transferrable between people or dogs.

### **Cancellations - Group Dog Hikes.**

- For hiking, there are reasons we may refuse care of your dog as a last minute decision (ie: lameness or inability to gain access to your home.)
- A phone call, voicemail or email is acceptable as cancellation and all messages are recorded for accuracy.
- If your dog is not at your home when we arrive for a scheduled hike, it will be considered forfeited.
- We understand there may be unusual circumstances, however, this forfeited day will be considered one of the client's "vacation" days.





- Over the period of one year, our customers are allowed two week's worth of "vacation" when they will not be charged for the service. The same policy applies to "sick" days.
  - If your dog walks once per week, this corresponds to two days absence per year.
  - If your dog walks three times per week, this corresponds to six days absence per year.
  - It is given in good faith that these vacation days – like sick days at work – will not be used during the first month of service.
- A full month's notice is asked to discontinue service.
- Special circumstances will be considered on an individual basis. We know life happens...

## **Cancellations - Sleepovers.**

- Deposit will be returned in full with more than one month's notice.
- 50% of deposit will be returned with less than one month's notice.
- The deposit may be forfeited with less than one week's notice.
- Dogs that are picked up before the full booking term will still be charged for the entire period.
- All fees are subject to Paw in Hand's discretion, taking into consideration each situation individually, as well as peak boarding periods (Statutory and school holidays) and the duration of booking.

## **DOG REQUIREMENTS**

To ensure the safety of your dog and others in Paw In Hand activities, please ensure your dog meets the requirements below. Every dog is an individual and behaviours are always changing. It is the responsibility of caregivers to supervise, intervene and direct as needed to help ensure appropriate behaviour.

### **Behaviour and Training.**

- Age of dog to be a minimum of approximately 5 months depending on size/breed, type, structure, conditioning, temperament and social experience. This guideline ensures your dog has a positive experience. Younger dogs may be considered for board and train services.
- Dogs are to be spayed or neutered at age recommended by their veterinarian. Unaltered dogs with appropriate group social behaviour may be considered in some cases.
- Female dogs may not participate during their heat cycle or the period shortly before or after. If uncertain of her cycle and it is suspected that your dog is coming into season, we may ask that she be kept from our activities.
- Off leash privileges will only be given to dogs with a history of good off leash recall, no chasing or harassing of other animals, bicycles, motorized, vehicles, etc.
- Excessive whining and barking is usually a sign of distress. Such dogs may be declined service for their own well-being and to ensure others are not negatively impacted by the stress.
- Dogs with unfriendly or overly unruly demeanor, a history of aggression or extreme timidity may not be suitable for group trail hikes, as the entire behaviour of the group must be maintained. On leash hikes may be an option, otherwise private walks or training may be suggested and can be arranged.
- Dogs must show appropriate social behaviours with other dogs and people.
- Any behaviour challenges must be clearly outlined in advance.
- Dogs who show or have a history of aggression, unfriendly or overly unruly demeanor, or extreme timidity may not be suitable for some activities, as the well being and behaviour of the entire group must be considered. On leash hikes or private walks may be an option. A consultation with a trainer may be suggested and in some cases we may consider a dog that is in a training program and/or is conditioned to wearing a muzzle.

### **Health And Vaccinations**

- Current vaccinations including rabies, DHPP and Bordetella (kennel cough) and parasite control program to be in place. They must be received at least one week before the first day of scheduled service. Copy of health certificate may be required.
- Titer tests and a waiver of responsibility may be signed in lieu of vaccinations if accompanied by a signed letter from a veterinarian.
- Please outline any relevant past or current health conditions prior to having us care for your dog.





- If your dog is currently on medications or has a treatment plan outlined by your veterinarian we may be able to continue care depending on the circumstances.
- Dogs must be disease and illness free for their own comfort and to prevent risk to others.
- Dogs with particular medical conditions or needs may be considered, respecting each situation individually.
- Please ensure your dog is well groomed, parasite free and healthy when they come to class.
- Any dogs that come into our care with excessive odor, shedding, show signs of fleas, ticks or parasites may be treated, bathed and groomed at the owner's expense.

#### **Equipment: collars, harnesses, leashes, etc.**

- Collars to be well-fitted, secure, quick release buckle type. No choke, prong collars, or shock collars permitted. Martingale collars may be necessary for dogs with head shapes where a collar may slip off.
- Jackets are recommended for short coated, clipped or elderly dogs when weather is wet or cold.
- Harnesses to be provided by owners for dogs that are to be walked on a leash.

**Identification.** In addition to other forms of identification that owners may choose (i.e. tattoo, microchip) we require the following be attached to the dog's collar:

- Valid dog license tag.
- Identification tag with your contact details.
- Paw in Hand ID tag (provided by us.)

#### **ADDITIONAL REQUIREMENTS.**

**Sleepover Specific Requirements.** Dogs share our home with us and have the same luxuries and limits as our own dogs. We enjoy time together and make sure their needs are met but there are times they are left to relax on their own or with a buddy in a safe and comfortable area. As dogs share our home, the available spots are limited.

- Puppies may be considered if they are crate trained, chew toy trained and have a good socialization and training program in place. A surcharge will be added.
- Dogs must be non-aggressive to our family cats.
- Dogs must be housetrained, not be nuisance barkers or destructive when left alone for short periods of time. Dogs will not be left unattended outside but do have access through a dog door to a fenced yard. Dogs must be unlikely to escape from a fenced yard.
- For stays longer than 3 days we require a Veterinary Care in Owner's Absence form which can be obtained from your veterinarian's office.
- You must supply your dog(s) with their own food of sufficient quantity for the length of their stay plus a couple of additional days in case of emergency.
- A personal blanket or bed may accompany dog if warranted. It must be clean and 100% washable.
- Paw in Hand is not responsible for lost or damaged bedding, toys, or other extra sleepover items.

#### **Group Dog Hikes**

- For access to your home we ask for a copy of your house key in addition to a keypad code (in case of power failure). Please ensure the keys work. Your key is tagged with a secret code, kept separately from your contact information and if found will not be able to be tracked to your home. Please also supply the code for any alarm systems we may encounter upon fetching and returning your dog.
- *Paw in Hand recognizes that you are granting us entry to your home and entrusting us with more than your dog. We respect this at all times.*

\* Policies subject to change without notice

**Thank You for Letting Us Be Part of You and Your Dog's Life!**

