

## Services, Rates & Policies

### Introductory Visit

Before engaging RainDog's services, an introductory home visit is required. These visits are always free, and provide an opportunity to meet your dog, evaluate its suitability for services, and answer any questions that you might have. An information packet, including service descriptions, rates, policies, and all waivers, will be available for review.

The evaluation will include an assessment of several factors that will help provide your pets with the safest and most beneficial experiences. This includes but is not limited to:

- Age
- Leash Walking Habits
- Physical Fitness
- Temperament
- Behavior History
- Level of Training
- Play Style

### Discounts

- New Clients.....10% off of first service visit
- Referrals.....50% off one visit when your referral completes 3 visits (discount excludes hikes)
- Monthly Prepay.....\$1 off each visit for the prepaid calendar month
- Multiple-Dog Households.....\$4 off each additional dog (excludes pet sitting) from the same household when going out as a pack

### All Dog Outings

Unless otherwise requested or approved in advance, no other dogs will accompany yours for outings, allowing for more individualized attention, play, and safety. Likewise, full choke collars will never be used on your dog, and prong collars will only be used when necessary, and only with your consent. Treats, water, and dog-safe first aid supplies are available at all times. Basic obedience commands and polite behavior are positively reinforced throughout each outing, and 100% biodegradable waste bags are used to clean up after your dog along the way. Each week, you will get a report of your dog's highlights, progress, or any concerns that may arise along with your service statement or invoice.

### Walks

Dog walks are 30 minutes long and take place either on your dog's regular route around your neighborhood or in a nearby park setting away from streets. There is no extra charge for transportation to and from parks, provided that there is a suitable location within 5 miles of the pickup location (fees apply to destinations outside of this area). Travel time is not deducted from the time allotted for each walk. Walks can be scheduled for early morning, midday, or in the evening.

<u>Single-Dog Households</u>		<u>Multiple-Dog Households (limit 2 dogs/walk)</u>	
1 walk/week	\$18/walk	1 walk/week/dog	\$32/walk
2 walks/week	\$17/walk	2 walks/week/dog	\$30/walk
3 walks/week	\$16/walk	3 walks/week/dog	\$28/walk
4 walks/week	\$15/walk	4 walks/week/dog	\$26/walk
5 walks/week	\$14/walk	5 walks/week/dog	\$24/walk

## Runs

Dog Runs last from 40 to 50 minutes and cover between 2 and 5 miles, depending on the fitness level of your dog. Runs include 5-minute warm-ups and cool downs, and routes are designed individually based on your dog's physical ability, temperament, and leash manners. Throughout the run, your dog will be closely monitored for signs of fatigue or physical distress and the pace and/or route will be adjusted for accordingly.

Dogs must complete at least one walk before scheduling a run, in order to assess running suitability. Some dogs may require additional leash training before runs will be allowed. Runs can be scheduled for early morning, midday, or in the evening.

<u>Single-Dog Households</u>		<u>Multiple-Dog Households (limit 2 dogs/run)</u>	
1 run/week	\$35/run	1 run/week/dog	\$66/run
2 runs/week	\$34/run	2 runs/week/dog	\$64/run
3 runs/week	\$33/run	3 runs/week/dog	\$62/run
4 runs/week	\$32/run	4 runs/week/dog	\$60/run
5 runs/week	\$31/run	5 runs/week/dog	\$58/run

## Hikes

Dog Hikes take place along trails in the Cascades and foothills along Highway 2 or I-90 and last between 2 and 5 hours. To ensure the most fun and exciting outings for your dog, a variety of hikes are chosen and rotated according to your dog's fitness and energy level. Depending on the destination, your dog may be away from home for 5 to 7 hours. Hikes are scheduled to take place during daylight, and any cleanup your dog may need at the end of the hike is provided at no extra cost.

<u>Single-Dog Households</u>	<u>Multiple-Dog Households (limit 2 dogs/hike)</u>
\$65/hike	\$110/hike

## Pet Sitting

### Daily Pet Visits

RainDog provides in-home pet sitting services for dogs, cats and small animals. Visits last either 15 or 30 minutes and include play time, feeding and watering, optional brushing, medication administration, accident clean-up, outdoor poop-scooping, mail or newspaper pickup, rotating lights and window coverings, houseplant watering, and garbage emptying.

Pet sitting rates include services for the first 2 pets. Add \$3/visit for each additional pet that requires care. There is no extra fee for medication administration. Visits can be scheduled for early morning, midday, or in the evening. For holiday sitting, a non-refundable booking fee of 30% of the total price is required to reserve service.

<u>15-Minute Visits</u>		<u>30-Minute Visits</u>	
less than 5 consecutive days	\$16/visit	less than 5 consecutive days	\$25/visit
5 or more consecutive days	\$14/visit	5 or more consecutive days	\$23/visit

### Overnight Pet Sitting

Sleep-over pet sitting provides all of the services included in Daily Pet Visits plus 8 to 12 hours of continuous in-home presence, allowing plenty of extra time, attention, and TLC for your pet. Overnight stays last from 10pm to 6am (minimum) and for dogs each stay includes at least one 30-minute walk.

Overnight rates include services for the first 2 pets. Add \$5/night for each additional pet that requires care. For holiday overnight visits, a non-refundable booking fee of 30% of the total price is required to reserve service.

### Overnight Visits

less than 5 consecutive nights	\$65/night
5 or more consecutive nights	\$60/night

# Policies

## **Requirements**

### Introductory Visit & Forms

Prior to the first date of service, an introductory visit with your dog(s) in your home must be completed, and all required forms must be completed, signed, and returned to RainDog Walking:

- Acknowledgment of Risk & Release of Liability
- Veterinary Care Permission & Release
- Pet Background form

### Vaccinations & Spay/Neuter

In appreciation of your preferences to either vaccinate or not, or to spay/neuter or not, RainDog Walking requires only those vaccinations to be current that are required by law (rabies) and always accepts intact pets, provided that you, to the best of your knowledge, advise RainDog of each time that your unaltered female goes into heat and provide any sanitary supplies necessary. While RainDog strives to provide the highest level of supervision and care, unforeseen circumstances may arise that result in an unwanted breeding of your unaltered female or by your unaltered male, and RainDog cannot be held responsible for such events.

## **Additional Fees**

### Transportation

\$0.20/mile Transportation fees are assessed for walks only if you request park/trail walking but there are no suitable options within 5 miles of the dog's pickup location.

### Emergency Care

\$35/hour Fees for emergency care are assessed if your dog(s) require unscheduled supervision or care by RainDog that extends beyond your regularly scheduled time of service. Time is rounded to the nearest 15 minutes. Exceptions may be made in special circumstances.

## **Identification for Dog Outings**

In addition to their own identification tags, all dogs must wear on their collar or harness special RainDog ID tags (provided for the duration of the outing) for added safety in the event that your dog(s) should escape or become separated from the dog walker at any time.

## **Payments**

Payment for dog walks, running, and hiking is due at or before the time of service unless other arrangements are made beforehand. Pet sitting booking deposits (non-refundable) are due at the time of booking, and the balance is due prior to the time of service unless other arrangements are made beforehand. RainDog currently accepts payments by cash or check only. Make checks payable to "Aaryn Peterson."

## **Cancellations**

### Walks, Running & Hike Cancellations

Cancellations can be made by phone or e-mail, and must be received at least 24 hours prior to the time of service for a full refund (if canceled visit was prepaid). For cancellations within 24 hours of the time of service, 50% of the full fee will be charged, due either at the next scheduled

date of service or within 14 days of the canceled date, whichever is sooner. If RainDog is not notified of a cancellation of service, we will arrive as scheduled and the full service fee will be charged.

### Pet Sitting Cancellations

Cancellations can be made by phone or e-mail, and must be received at least 24 hours prior to the time of service for a refund. Holiday visits must be canceled at least 72 hours prior to the time of service for a refund (booking fee is non-refundable). For cancellation notices received after these cutoff dates, 50% of the remaining service price will be charged. If RainDog is not notified of a cancellation of service, we will arrive as scheduled and the full service fee will be charged.

## **Behavior**

It is your responsibility, as the owner or guardian of your pet, to disclose any relevant behavioral history, tendencies, or problems (such as bite history) your pet has had in the past to RainDog before services begin. You must also keep RainDog informed of any such issues as they arise, so that the appropriate precautions can be taken.

Since there are many reasons why and situations in which a dog may become aggressive toward other dogs, RainDog will not necessarily exclude from its services dogs that show this kind of behavior. Aggressive displays are evaluated with this in mind and will be reported to you as soon as possible, along with any relevant recommendations. With the exception of some serious cases, displays of aggression by your dog toward other dogs usually will not prevent its participation in future RainDog activities, since such aggression is most often manageable.

There are also many reasons why a dog may show aggressive behavior toward humans; however, because of the potentially devastating consequences of such behavior to any humans involved, and most certainly to the dog and its owner(s), such behavior is not as easily acceptable. Again, each incident is evaluated in context and with the history of the dog in mind, and a report with relevant recommendations is provided as soon as possible. Aggression toward humans by your dog may not necessarily limit your dog's participation in RainDog activities.

## **Health**

You should carefully monitor your pet's health both before and after any services with RainDog and report signs of illness as soon as possible. While RainDog cannot be held responsible for any illness that may arise during or after services, RainDog takes the health and well-being of every animal it cares for absolutely seriously and will alert other clients to the illness, since it may have been passed on by or to any of the other pets in RainDog's care. If you know your pet is ill and still want service during the illness, you must provide that information at least 24 hours in advance. Depending on the nature of the illness, it may be necessary to adjust or postpone service.

Since RainDog provides food treats on all outings (unless otherwise requested), please provide any known food or environmental allergy information before services begin.

## **Leashes, Collars & Harnesses**

RainDog ONLY uses its own, static, 6-foot or 4-foot leashes in order to maintain the highest degree of control and safety for your dog. At the discretion of RainDog, a temporary collar or harness may be substituted for your dog's collar or harness if deemed unsuitable or unsafe.

Collars used will be limited slip collars sized small enough that the dog cannot back out of it, but not small enough to render a choke. If such a collar is unsuitable for your dog, a harness will be used instead. Unless you already use a prong/pinch collar, this tool will never be used on your dog without your prior knowledge and consent.

When car travel is necessary, RainDog may use a harness to restrain your dog while inside the vehicle, depending upon the car riding habits of your dog and any other dogs that may also be inside the vehicle.

In rare circumstances, use of a muzzle may be deemed necessary to protect other dogs and/or humans that your dog comes into contact with. Your dog will never be muzzled without your prior knowledge and consent.

## **Pack Outings**

You are always welcome to join your pets on outings conducted by RainDog, with or without prior notification. When car travel is necessary and space is limited, you may be asked to provide your own transportation.

Unless specifically requested and/or approved by you in advance, no other dog(s) will join yours during walks, runs, or hikes. On occasion, there may be other dogs inside the same vehicle with your dog (when car travel is necessary), and in such cases appropriate measures will be taken to ensure the comfort and safety of all dogs present, including but not limited to the use of car harness restraints, car barriers, or crates.

## **Breed Discrimination**

It's RainDog's policy NEVER to discriminate in any way against any dog on the basis of breed or appearance of any kind, and RainDog holds this kind of discrimination to be not only unethical, but also unkind to the animal in question as well as its owners and, ultimately, detrimental to all those who share their lives and homes with animals.