



Important information about K-9 to 5 training, exercise, handling and visitation services:

If you are an EXISTING K-9 to 5 CLIENT phoning during regular business hours, or if you are an existing client and have e-mailed K-9 to 5 or left a message on K-9 to 5's voice mail outside of regular business hours, every effort will be made to return your communication on the same day that it is received, or upon the start of the subsequent business day for calls/e-mails made late in the evening or at very odd hours.

If you are NOT YET a K-9 to 5 CLIENT, it may take from 24 to 72 hours for you to receive a return call to schedule an Initial Evaluation or Meet and Greet. The period during which we decide whether we would like to work together is time consuming and as important as the services K-9 to 5 provides.

(#’s 1-6, canine/feline care, custody and control policies)

1. Your dog will never be off lead, outdoors, without owner/client’s express written permission.
2. Your dog or cat will never be placed into physical contact with any non-household dog, cat or person for any reason what so ever without the owner’s express permission or request. Your pet’s K-9 to 5 time will under NO circumstances be consolidated with that of another client’s. Your pet will NEVER be warehoused, transported or exercised with another client’s pet for any reason, except where both clients have expressly requested activities to the contrary: ex: (“Austin and Sadie would like to have a play date today in Sadie’s fenced back yard, and then a short walk together for their lunchtime walk/play session”..)
3. All feces dropped by your dog while in the care and control of K-9 to 5, whether in your yard, or on ancillary public or private property, will be immediately picked up and properly disposed of. Fresh water will be provided and feline litter boxes will be cleaned during every service call where a cat resides, even if the service call is primarily for the benefit of the canine in residence. All elimination activity and /or irregularities will be recorded/communicated in the client’s K-9 to 5 logbook.
4. Your dog will never be transported in a vehicle for any reason (veterinary emergency notwithstanding) without your express request and consent.

5. If there is a problem or concern regarding your dogs (or other pet in residence)'s health or safety or the safety and or security of your home appears to have been compromised at any time during a K-9 to 5 appointment, the client will immediately be contacted by K-9 to 5 via telephone for consult/instructions.
6. A written notation or log book entry will be handwritten to communicate the relevant details of each visit during which the owner was not an active participant.

(#’s 7 - 16 Business Policies)

7. No pet(s) will be tended to, trained, handled, transported or exercised by K-9 to 5 prior to an **Initial In-Home Consultation** with pet(s) and owners. Initial in-home consults for dog walking, pet sitting, handling and transportation services include **house key transfer**, and are free of charge. **If a house key is not conveyed to K-9 to 5 at the time of the Initial in-home consult, a \$9.00 charge will be assessed for house key acquisition.**
8. Should a client feel that, following the Initial extended In-Home Consultation, that his/her pet(s) require one or more ‘dry runs’ or mock-ups of a pet sitting or walking/exercise session prior to the actual autonomous session(s) themselves, those sessions will be charged at the normal per session rate and are not free of charge.
9. K-9 to 5 has established emergency coverage agreements with pet care service providers in the Pittsburgh area. Each is bonded and insured, and meet with K-9 to 5's minimum expertise standards for pet care service providers. However, in the event of disabling injury/illness, or catastrophic emergency, K-9 to 5 cannot guarantee uninterrupted, schedule-consistent service to your pet.
10. A **20% FEE INCREASE** will be assessed to obedience class/veterinary attendance, transportation, dog walking and in-home **pet care services scheduled with less than 12 hours notice proximal to the actual date/time of service(s) requested.**

* There will also be a **\$9.00 key acquisition charge assessed where key transfer is required prior to and under the above-referenced circumstances.**
11. Client privacy, confidentiality and safety will be protected at all times. Client information is confined to a locked and secured area. Client house keys are stored in a secured key repository apart from business files and records. Keys are maintained by code and must be encoded to match house keys to clients. Client information of any description will be held to the highest levels of discretion during every aspect of your contact with K-9 to 5.

12. If you EVER have any questions or concerns about the services you are receiving from K-9 to 5, please immediately bring your issues to Julie/ (ME) for resolution. Closely following K-9 to 5's first priority which is the safety and well being of your pet; ongoing client satisfaction and feelings of emotional comfort relative to the care your pet is receiving from K-9 to 5, is of immense concern to me, both professionally and personally.
13. While K-9 to 5 maintains no fee based cancellation policy, a 12 hour (or better) courtesy notice of cancellation of a scheduled service or package of service calls is greatly appreciated! None the less, I appreciate that plans are sometimes abruptly cancelled and impromptu days away from work are a welcome respite from the 'habitrail', so, as long as you reach your K-9 to 5 service contact person via cellular telephone, or speak with Julie directly prior to your actual service call, there will be no charge for cancellation of a service call or package of service calls.
14. **If your K-9 to 5 Service Provider arrives at your home timely for a scheduled appointment and your pet is not present or available to receive his/her scheduled services** (ex: pet is at the groomers, in a car shopping/hanging out with a family member, 'not back from the kennel yet', just not there, etc.) **the client will be charged the FULL RATE for that missed service date/time.** Additionally, K-9 to 5 cannot ordinarily accomidate a request for a schedule shift or 'squeeze in' later on that same day to 'make up for' the client's missed appointment. (Ex: "Can you come back in ½ an hour for Rex's walk? I can have him home by then!") In the event that the client requests a replacement service and the client's K-9 to 5 Service Provider does have the time available; the replacement service will be invoiced and treated as an entirely separate and distinct service call from the previously missed appointment.
15. ***BOUNCED/NSF CHECKS ARE GROUNDS FOR IMMEDIATE TERMINATION OF PROFESSIONAL SERVICES. A BOUNCED/NSF CHECK RELEASES K-9 TO 5 FROM ANY FURTHER PROFESSIONAL OBLIGATION TO, OR RELATIONSHIP WITH SAID CLIENT.*** If client's bounced/NSF check is a pre-payment and client makes good on original charges and returned check fees (\$25.00) prior to first date of scheduled service, K-9 to 5 may remain in the service to said client, ***at the discretion of K-9 to 5, LLC.***
16. (Canine) **Clients who utilize K-9 to 5 on a regular basis** (5 or more visits per week) will receive a **complimentary monthly nail trim** and **complimentary bi-weekly ear cleaning** unless the (human) client requests otherwise, or, the canine client will not tolerate the handling necessary to complete the procedure(s).
17. **Training Clients:** As a matter of habit, **please remember to withhold the meal before your dog's training session** if it falls within 6 hours of the training session itself. So, no dinner for evening training sessions and no breakfast for daylight training sessions.

18. **Canine training, walking and petsitting clients:** K-9 to 5 utilizes only the highest quality, ultra premium grade 'bait' for treats, training, rewards, positive reinforcement, distraction and redirection of undesirable behaviors. Protein sources are limited to organic free range chicken breast, Wellness Supermix 5 venison training squares, Nature's Variety freeze dried salmon or venison, Zuke's glucosamine and chondroitin 'Hip Action' training squares, Merrick freeze dried beef tenderloin and original flavor "Yummy Chummies" (salmon); unless otherwise specified by (human) client. ***Diabetic pets are NEVER given treats or food of any kind except that which is provided for the pet by the owner.***
19. Please be advised that a telephoned or e-mailed request for service from a Client for any given date/time does not constitute a confirmed appointment. Appointments are scheduled according to availability on a first come first served basis. Confirmation of appointment requests will be directed to Client via telephone or e-mail, at which point the time requested has indeed been reserved as per Client's request.
20. While Dog Walking and Pet Sitting/Visitation service calls are theoretically scheduled at specific times of day, variances in weather and traffic conditions, client (canine/feline) health and/or emotional condition and possible veterinary office delays may significantly impact your K-9 to 5 service provider's daily schedule. We therefore **CANNOT PROMISE AN ABSOLUTELY SPECIFIC TIME FOR WEEKDAY WALKS and PET SITTING assignments. We request the client provide a 1.5 to 2 hour time frame 'window' within which a service call would be acceptable, the CENTER of which is the ideal, or TARGET TIME** (when the Client would consider a walk/visit ideal). (example: Can Rex have a weekly standing lunchtime walk appointment every Monday through Friday between the hours of 11:00AM and 1:00PM, with the understanding that NOON is really an ideal time for his walk?) Rex will undoubtedly receive a noon to 12:40PM-ish session for the vast majority of K-9 to 5 service he enjoys; but occasional unavoidable variances will occur. When they do, the time will be recorded in Rex's K-9 to 5 service log book, so that his human is aware of the change to his normal daily schedule. **THE ONLY EXCEPTION TO THIS POLICY IS WHERE IT IS MEDICALLY NECESSARY THAT AN (INSULIN) INJECTION OR OTHER MEDICATION BE ADMINISTERED TO A CLIENT AT AN ABSOLUTELY SPECIFIC TIME.**