

## **Wag & Wander Pet Care Policy Guide**

Thank you for trusting Wag & Wander Pet Care with your pet's care. My goal is to provide reliable, attentive, and stress-free service so you can travel with peace of mind. The following policies help ensure a safe, smooth, and positive experience for you, your pet(s), and all care takers involved.

### **1. Booking & Scheduling**

#### **Meet & Greet**

All new clients require a complimentary Meet & Greet prior to the first booking. These sessions typically last 20–30 minutes and allow us to review your pet's routine, discuss care instructions, and ensure we are a good fit.

Additional Meet & Greets requested by the client are available for \$30 per session.

#### **Reservations**

Bookings are confirmed only after the Meet & Greet has been completed and all dates have been mutually agreed upon.

#### **Payment**

Payment is due within 24 hours of the booking end time unless otherwise arranged in advance.

Accepted payment methods:

- Zelle (preferred)
- Venmo
- Cash

### **2. Service Rates & Supplemental Fees**

All service rates and estimated totals will be discussed prior to booking.

Because every pet and household has different needs, additional charges may apply depending on the level of care required. This ensures your pet receives the appropriate attention and that services accurately reflect the time, responsibility, and care involved.

<b>Service / Add-On</b>	<b>Rate</b>	<b>Notes</b>
Holiday Surcharge	\$20/day	Applied on major holidays listed below
High-Needs Pet Fee	\$35/night	Applies to puppies (under 12 months), pets requiring one or more overnight potty break, training reinforcement, or above-average supervision and care
Sick-Care Fee	\$20–\$40/day	For illness requiring additional cleaning, monitoring, cooking, or care
Routine Vet Visit	\$50	Scheduled or planned appointment
Emergency Vet Visit	\$75	Immediate transportation and wait time
Key Pick-Up / Drop-Off	\$30	If completed outside scheduled visits
General Errands / Chores	\$30/hour	Grocery pickup, package returns, household tasks, or other requested errands

## Major Holidays

Holiday surcharges apply on:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve & Christmas Day
- New Year's Eve & New Year's Day

## 3. Overnight Pet Sitting

Overnight care covers a 24 hour period from time of arrival. I follow your pet's normal routine as closely as possible, providing calming company, consistent care, and plenty of affection.

### Overnight Care Includes

- 2–3 walks + potty break before bedtime
- Feeding and fresh water
- Daily updates and photos
- Playtime and companionship
- Oral medication administration (if needed)

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- Light home care, including mail collection and plant watering
- Complimentary initial Meet & Greet

## **Overnight Care Options**

Overnight care options are based on the maximum amount of time pets can comfortably be left alone. Additional High-Needs Pet Fees may apply depending on the level of supervision, training, medical care, or overnight support required.

### **Standard Care: \$110/night**

Best for independent pets that are comfortable on their own during the day.

**Alone Time Window:** 6-8 hours

### **Standard Care + Midday Walk: \$125/night**

Best for pets that are comfortable being alone part of the day but benefit from a midday walk and check-in.

**Alone Time Window:** 4-6 hours

### **Enhanced Care: \$150/night**

Best for pets with strict medication schedules, frequent potty needs, separation anxiety, or other high-attention requirements.

**Alone Time Window:** Less than 4 hours

## **4. Health, Safety & Disclosures**

To provide safe and appropriate care, owners must disclose all relevant medical and behavioral information prior to booking, including:

- Medical conditions or ongoing treatments
- Bite history, aggressive or destructive behavior
- Separation anxiety
- Recent digestive upset, including vomiting or diarrhea

### **Vaccinations & Preventatives**

Pets must be current on vaccinations and flea, tick, and heartworm prevention.

### **Illness During Care**

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If a pet becomes ill during service, I will contact you immediately. Owners are responsible for all veterinary expenses incurred during care.

If additional cleaning, sanitization, cooking or monitoring is required due to illness or accidents, Sick-Care fees may apply.

## **5. Home Access & Security**

### **Home Access**

Clients must provide reliable home access through a key, lockbox, or keypad entry.

### **Visitors**

For safety and liability reasons, no visitors, cleaners, maintenance personnel, or guests should enter the home during service unless disclosed in advance.

### **Security Cameras**

Security cameras are welcome for your peace of mind. As a courtesy, please disclose the general locations of any indoor or outdoor cameras prior to the start of service.

## **6. Supplies & Communication**

### **Pet Supplies**

Clients are responsible for providing enough food, treats, medications, waste bags, and cleaning supplies for the full duration of care.

### **Communication & Conduct**

I strive to provide attentive, professional, and compassionate care at all times. In return, I ask that communication remain respectful and collaborative.

Wag & Wander Pet Care reserves the right to decline or discontinue services if communication becomes consistently disrespectful, hostile, or accusatory.

## **7. Emergency Contacts**

Clients must provide:

- A primary veterinarian

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- At least one emergency contact (neighbor, friend, or family member) who can assist if you are unreachable during service

## **8. Extreme Weather Policy**

For the safety of your pet and myself, outdoor time may be shortened or modified during periods of extreme weather, including:

- Temperatures above 85°F
- Temperatures below 20°F
- Severe rain, snow, storms, or icy conditions

Potty breaks and essential exercise will still be provided, but duration and activity level may be adjusted at my discretion to prioritize safety and well-being.