

## K9'S in KAHOOTS Policies and Practices – Dog Walking

Our primary concern at K9'S in KAHOOTS is to provide your dog with the highest level of service while maintaining an environment that is both safe and enjoyable for your dog. In order for us to ensure this, it is important that we are able to establish and adhere to simple guidelines as outlined in this document.

- 🐾 **Our dog walking borders are the following:** Elgin Mills Rd to McCowan Rd to Bloomington Rd to the 10<sup>th</sup> Line. Any dog walks outside of this area will be subject to a mileage fee of \$7.00 or \$12.00 + HST depending on location.
- 🐾 Initial visit "**Meet and Greet**" is \$17.00. This visit allows us to meet your dog/s, cat/s, and to be shown around for feeding, leashes, treats, etc.
- 🐾 **We request 2 copies of your house key.** One key for your dog walker and one key to be held at our store in the event that your dog walker is ill and we have to send someone else. We may also use a garage code instead or keyless entry if available.
- 🐾 All dogs **must** be current on all vaccinations.
- 🐾 **\*Canceling a reservation/walk\*:** 24 Hours notice is required to cancel a walk. If less than 24 hours notice is given, full payment will be charged. Your cooperation is greatly appreciated, as your dog walker has set aside a specific time in their schedule for your walk. We may be able to use the space for another client. You will also be charged full price for a visit if your dog walker shows up for a scheduled walk that should have been cancelled and you are home or your dog is not there.
- 🐾 Late booking fee of \$7.00 for walks booked with less than 24 hours notice.
- 🐾 No walks on statutory holidays unless otherwise arranged. A \$10.00/one visit, \$15.00 for multiple visits in the same day, statutory holiday premium applies. Walks are available 7 days per week.
- 🐾 Please **let us know if someone will be in your home** when we arrive (housekeeper, family member, friend, another pet, etc). The safety of your home and our staff is of utmost importance to us.
- 🐾 Please have clean-up items available for your pet sitter (i.e. towel, poop bags, treats, coats, boots, etc.)
- 🐾 The price for dog walking is:
  - \$28.00 for one dog (45 minute walk)
  - \$23.00 for one dog (30 minute walk)
  - \$17.00 for one dog (15-20 minute visit) Not available as single visits on weekends. *Weekend walks are a minimum of 30 or 45 minutes only.*
  - \*Additional dogs living in the same household are \$10.00 each per walk.
- 🐾 The price for multiple visits (same day):
  - \$26.00 each, for two visits (45 minutes only)
  - \$25.00 each, for three visits (45 minutes only)
  - \*Additional dogs living in the same household are \$10.00 each per walk. No discount applicable for 30 minute or 15 minute walks in the same day. Rates are subject to change without notice.
- 🐾 **Payment:** Payment must be made in advance by 10 prepaid walks **OR** billing may be done every two weeks and charged accordingly to your credit card. ***It is your responsibility to keep us updated with current credit card information. If your credit card is declined, all outstanding invoices may be subject to a \$25.00 late payment/administration fee.*** We accept Debit, Visa, MasterCard, E-Transfer and cash. All prices are subject to HST.
- 🐾 **Please keep us informed.** We appreciate your business. If you are thrilled with our service please tell a friend. If you have any concerns please tell us immediately. We appreciate all comments and criticisms that will allow us to make our service the best. Please direct any comments or concerns to **Darlene Johnson at (905) 642-8289 or info@k9sinkahoots.com.**



**K9'S in KAHOOTS**  
6389 Main St., Stouffville  
**(905) 642-8289**  
[info@k9sinkahoots.com](mailto:info@k9sinkahoots.com)  
[www.k9sinkahoots.com](http://www.k9sinkahoots.com)