

Sniff and Go

Policies

Keys and Alarm Codes

Keys and Alarm Codes are needed when you are not at home at the scheduled service time.

2(two) sets of keys need to be available for Sniff and Go use;

- *One set for daily use
- *One set for back-up

There will be no address-identifying marks on keys ensuring they can not be traced back to your home. A "Notice to the Neighbors" can be sent to surrounding neighbors, by a Sniff and Go Representative, informing them that you have given permission for Sniff and Go to enter and exit your household.

Sniff and Go is a fully insured and bonded Dog Walking company.

Payment

Once services begin, monthly invoices will be mailed out to you. Acceptable forms of payment are:

- *Cash
- *Check made out to Sniff and Go

Cancellations

Refunds may be provided for cancelled services based on the policies below.

If cancellation is:

- *7 days or more before scheduled service: 100% refund.
- *2 days to 6 days before scheduled service: 80% refund.
- *0 to 24 hours before scheduled service: Sorry, there will be no refund provided.

If you are on the Monthly Plan and cancel more than 2 times a week for 3 weeks in a row, you will be charged the Daily Fee pro-rating back to the first week cancellations were made.

Holidays

All Federal Holidays will be observed by Sniff and Go. In some cases, you may be able to request an appointment for an additional \$15 holiday surcharge. Please check in advance as these spots, if available, will fill quickly.

2009 Federal Holidays:

- *Thursday, January 1 - New Year's Day
- *Monday, January 19 - Birthday of Martin Luther King, Jr.
- *Monday, February 16 - Washington's Birthday
- *Monday, May 25 - Memorial Day
- *Friday, July 3 - Independence Day Observed

- 🐾 Monday, September 7 - Labor Day
- 🐾 Monday, October 12 - Columbus Day
- 🐾 Wednesday, November 11 - Veterans Day
- 🐾 Thursday, November 26 - Thanksgiving
- 🐾 Friday, December 25 - Christmas Day

Substitutions

You will be notified if your Sniff and Go Dog Walker has scheduled any vacation time or has called in sick. Our priority will be to make sure you have no interruption in service by making arrangements with a qualified substitution.

Reservations

Reservations are based solely on Sniff and Go's available schedule.

Pet Food and Supplies

Please always have available the supplies Sniff and Go Dog Walkers will need to ensure safe walking and feeding arrangements for your pets. If you are going to be out of town, please provide extra supplies should services be needed for longer than originally planned.

- 🐾 Well fitting collar
- 🐾 Leash
- 🐾 Halter
- 🐾 Medications
- 🐾 Food
- 🐾 Water
- 🐾 Cleaning supplies for your pet has an accident before Sniff and Go Dog Walkers get to your home.
- 🐾 Car transport
- 🐾 Bedding

A \$10 surcharge will be applied if a Dog Food/Supply trip needs to be made because necessary items are unavailable for your Sniff and Go Dog Walker to perform requested services.

Please make sure all supplies are available to ensure no additional charges are applied.