



What to expect:

First Contact

Looking for a professional pet care provider can be nerve wracking. Rest easy - all pet care providers that work with Stepping Out Pet Care are professionals and have extensive experience in the pet care industry including dog and/or horse trainers, veterinary technicians, even certified groomers. Each care provider has exceptional references and is fully insured.

Interview and consultation

Prior to starting your pet care service with Stepping Out Pet Care, one of our independent representatives will contact you to arrange a convenient time to meet with owner and pet(s). This is our opportunity to become acquainted, answer any questions and address concerns. Your pet care provider will ask you to walk them through what you would like us to do for your pet – “a day in the life.” They will go over the paperwork to fill out, discuss detailed instructions, acquire keys and how invoicing and payment takes place.

Reservations

For this, and all future reservations, you can feel free to contact your independent pet care provider directly by phone or email. It is very important to understand and communicate the correct dates, days, and times the care is to be provided. Don't be surprised if they double and triple check the reservation – and send emails – for confirmation. We want to get this right 100% of the time.

Collars, leashes, and tags

Stepping Out Pet Care (and its representatives) will be more than happy to use your leash when they walk your dog. If you forget to leave one out for us, we often carry extras with us. Please be sure that your dog has ID tags and a license. If we feel that your dog will be better behaved or under more control with a different collar, halter or harness, we will speak to you about this and suggest you purchase a one prior to our next visit. Stepping Out Pet Care (and its representatives) will never allow your dog to run free, even by your requesting, in an unsecured area. If your dog is a regular and used to a local, fully fenced dog park we will be happy to take him/her there to play, but please recognize, the liability is with the owner, you. We love taking dogs for long walks on a leash – that is what we do.

Unsecured pets

Stepping Out Pet Care (and its representatives) will not be held liable for free-roaming pets or pets left in backyards in the event of illness, injury, loss or death. It is highly advisable that all pets wear appropriate ID, be micro-chipped and that they remain inside your home or confined for their own safety and well-being in your absence.

Dog walking

Daily walks are booked on a regular schedule and performed typically between the hours of 10:00 am and 4:00 pm. Every effort will be made to arrive at your residence at the time discussed. Please recognize we allow a 90-minute window in case there is an emergency, traffic or delay.

Vacation / Non-regular Care

Vacation / non-regular care for your pet(s) includes visits to the home or overnight stays. This includes occasions like needing us to stop once tonight as your work day is running late, twice a day for a week to feed and check on your cat or spend the night while you are out of town – making your home appear lived in, cared for and offering your pets the low stress security of being in their own home and surroundings.

Initial: _____

Keys/Access Code

You will be providing a key, access code or garage opener to your pet care provider. If access is via an alarm system access code – please provide us with specific instructions. Please alert your alarm monitoring company of your new pet care person AND create a “CODE WORD” specifically for them should they be unable to shut the alarm off and the monitor company should call or arrive on property. If access is with a key, please make sure this key works well. Your care provider will tag the key and keep it locked away when not in use.

Access to home

We understand that you may have relatives, neighbors, cleaning or repair services that could have access to your home while you are away or at work. Stepping Out Pet Care (and its representatives) is not responsible for any damages incurred to your home or pet by said persons or businesses. Please notify us if there will be anyone else having access to your home. We also reserve the right to decline services if you have made arrangements for someone assist in the care for your pet(s) and/or have people staying at the residence while we are doing the same.

Payment

Depending on your pet care provider, invoicing will occur weekly, bi-weekly, monthly or after vacation service is rendered. We will never ask for payment up front. We want to be sure you are satisfied with our work. Cash or check payments are accepted. If you feel you have received outstanding service, tips are welcome but unnecessary.

We prefer you make your payments directly to Stepping Out Pet Care for your pet care providers convenience in accounting for yearend tax purposes. However, if you find it easier to leave a check at your home for your care provider we understand. Please let us know so we are able to account for this.

All checks are to be made payable to “**Stepping Out**”.

Holidays

There will be a \$10 fee in addition to regular per visit or travel care fee charged for services on the following holiday/holiday weekends: New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Year’s Eve. Holidays are very, very busy, we suggest you book early.

Return check charge

Your pet care provider will follow up for all payments. Please let us know if there will be any delay in payment. There will be \$50 late fee assessed for all payments made 30 days after first day of service. Additionally, there will be a \$25 fee assessed for each check returned by the client’s bank regardless of the reason.

Cancellations

If your plans change, **please** contact us as soon as possible so we may open up the space for others. If service is canceled 3 days prior to reservation during high season (summer, holidays) a cancellation fee of 50% of the reservation amount will be billed. Your independent pet care provider may decide to discount future bookings after this is paid, this will be determined by them and on a case by case basis.

Pet Owner

Date

Stepping Out Pet Care Representative

Date

