



Puget Sound Puppies LLC 2020 Pricing

Clients who keep a checking account on file for autopay receive a 3% discount on ALL SERVICES.

Walks:

Base rate (for 1-2 dogs):

\$25.00 per 15-minute appointment

\$35.00 per 30-minute appointment

\$45.50 per 45-minute appointment

\$58.00 per 60-minute appointment

Surcharges:

For each dog in excess of 2, the client will be charged the following additional fee on top of the base rate:

+\$5 per dog, per 15-minute appointment

+\$10 per dog, per 30-minute appointment

+\$13 per dog, per 45-minute appointment

+\$17.50 per dog, per 60-minute appointment

50% surcharge on base rate for non-holiday weekend walks

100% surcharge on base rate for qualifying holidays*

Overnights:

Base Rate: **\$160.00 per night** (for up to 2 dogs and 2 cats)

Surcharges:

+\$10 per dog (or cat) in excess of 2, per night

+\$25 per night for a 60-minute midday walk (instead of the included 30-minute, midday walk)

One (1) 30-minute midday walk is included in the overnight rate for regular walk clients

**The base rates double for walks & overnights on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day.*

Private Dog Training

\$199 Initial Consultation Fee -- *includes email/phone interviews for gathering info, 90 minute in-person appointment, and writing the initial training plan.*

At this consultation we'll decide together whether our one-on-one coaching packages or day training packages will work best for your needs.

One-on-One Coaching: *Wesley works with you and your dog, in the places where you need the most help. Prices are for 60-minute sessions.*

\$160 for a single private training session

\$755 for package of **5** private training sessions

\$1475 for package of **10** private training sessions

\$2845 for package of **20** private training sessions

Day Training: *Four 60-minute sessions per week: three sessions with your dog, plus one session with you to explain the week's training efforts.*

\$1760 for 3 weeks (12 training sessions)

\$3370 for 6 weeks (24 training sessions)

\$5790 for 12 weeks (48 training sessions)

\$480 for each additional week beyond 12



2021 Summary of Services & Policies

Effective: 1 January 2021

Walks

- ❖ *Individualized appointments in familiar surroundings for your pet*
- ❖ *Flexibility in structuring appointments to include play, feeding, individual walks for multi-dog households, etc.*
- ❖ *We use only positive-reinforcement methods when handling your pups.*

Description of Service

A walk is a 15, 30, 45, or 60 minute appointment with the dog(s) of the client's household. During this time period, a team member will leash up and take the dog(s) out for a stroll around the neighborhood. We strive to have the same team member walk the dogs, but occasionally another member may fill in. If requested, this appointment can include play-time with potty breaks in addition to or instead of a walk. These visits include a recap of the appointment, either verbally with the client or via a Pet Journal Entry in your Precise Pet Care account (you will receive an email notification each time a new journal entry is created or an entry is commented on).

Clients with multiple dogs can request that team members walk all dogs at the same time for the entire period, or they can ask to split the appointment time and give each dog a shorter, individual walk.

When choosing an appointment duration, take into consideration any additional service you would like for your dog (e.g., grooming needs on wet days, feedings). These additional services will occur within the 15, 30, or 60 minute time frame, not in addition to that time, meaning your pup's walk may be shorter than the specified time, unless you request a longer appointment to allow for the walk duration desired plus additional services.

Restrictions

As a proponent of modern, positive reinforcement based training methods, Puget Sound Puppies ("PSP") does not advocate the use of aversive training methods nor the tools used in that style of training. More specifically, **PSP team members will not walk or train dogs using choke chains, prong collars, shock collars, or any other tool or item used to apply pain or discomfort in response to an unwanted behavior.** By using our service you agree to us not using those items or methods and understand that we do not shape behaviors through the application of physical corrections, such as striking, hitting, shouting, or startling.

While we do our best to get our canine clients outside year round, dogs unwilling or frightened to go out in severe weather will **not** be dragged, tugged, or otherwise forced outdoors. In such situations, clients can choose to downgrade their appointment to a shorter time frame (15 or 30 minutes), or keep the original appointment length and allow their dog to enjoy playtime inside with their walker buddy,

with at least one attempt to bring the dog out for potty when (s)he seems to be more relaxed.

If our team member encounters a situation in the home requiring extensive cleanup or attention, the work done during this time will necessarily result in a shorter walk for your dog(s).

Overnights

- ❖ *Our pet pros stay over from 7pm - 8am*
- ❖ *Two walks per day (evening, & following morning), plus feeding & meds*
- ❖ *Attention to home maintenance (watering plants, bringing in mail and newspapers, etc.)*
- ❖ *Evening & next morning updates for each night of the stay*
- ❖ *One (1) 30-minute midday walk is included for regular walk clients for each night of the stay; all other clients can request midday walks as needed at our listed rates*

Description of Service

An overnight is an in-home (“in-home” being the client’s home) stay by one of our pet professionals to care for the pets of a client’s household. Unless other arrangements are made, the pet professional arrives by 7pm and stays in the client’s home until at least 8am the next morning. During this overnight period, the pets are fed, medications administered, and the dogs are walked or taken out for potty or play, in accordance with the client’s instructions. The pet professional will take the dogs out for an evening walk and a morning walk the following AM (or playtime in the yard, if a walk is not possible) for each night of the stay. Clients will receive a recap around 8:30pm Pacific Time each evening, and an update the next morning before departure.

For our regular walk clients,¹ one 30-minute walk or potty break at the midpoint of the day is included for each night of the overnight stay. Clients may request additional midday appointments (or a longer midday break) at an additional charge. Non-walk clients can purchase midday walks at our listed rates.²

Deposits for extended stays and holiday stays

Overnights lasting four (4) or more nights and all overnight stays that occur on holidays where we offer service by request only will require a **nonrefundable 20% deposit** on the base rate (i.e., \$32.00 per night requested) before the overnight is booked. Upon completion of the stay, the deposit will be applied to the total bill. For overnight stays that are canceled, the deposit can be transferred to pay for a future overnight stay that occurs within 6 months of the original booking.

Restrictions

Because of high demand from clients and PSP’s limited resources to accommodate all requests, clients should bear in mind that they may not be able to book a stay with us without several months’ notice. **For Christmas stays in particular, PSP suggests submitting your request 6-12 months in advance.**

¹ “Regular” in this instance is defined as a **minimum** of twelve (12) walks in the three (3) months prior to the start of the overnight stay.

² Midday walks requested as part of an overnight stay on a weekend will NOT be subject to the 50% surcharge.

Private Dog Training

Live a happier life with your dog through positive reinforcement training.

All training services start with an initial consultation with our owner & head trainer, Wesley Hawkins. During this consultation period, he gathers information about the help you need, formulates a training plan, and you both decide together whether our one-on-one coaching or day training package best suits your & your dog's needs.

One-on-One Coaching

We work with you and your dog at every appointment, in the places where you need the most help.

- ❖ Address problems such as: pulling on leash, jumping up, and ignoring you when called.
- ❖ Improve aggression-related issues like lunging, reactive barking, snapping, and biting.
- ❖ Learn safe, pain-free, dog-friendly training skills that build confidence and trust.

Day Training

You're busy, so let us do the training. We work with your dog to jump start the training, which makes it easier for you to utilize your dog's new skills in your daily life. We train your dog for you three times per week, then we meet with you once a week to explain the details of the week's training efforts.

- ❖ Address problems such as: jumping up on people or learning to settle around others
- ❖ Jump-start shaping new behaviors
- ❖ Great for on-leash issues like pulling, jumping, lunging, and barking at other dogs, people, cars, etc.
- ❖ Super-flexible scheduling options--you don't need to be home

Availability, Notice for Requests

Our normal hours of operation are 8am-7pm, Monday through Friday, with limited availability outside these times. While we do our best to accommodate all requests, please note the following:

1. Requests for weekend walks or walks outside our operation hours on weekdays cannot be accommodated without at least 24 hours notice.
2. The more flexibility you have, the easier it is for us to accommodate additional or sporadic requests for service.

During times of inclement weather or other catastrophic events that result in treacherous driving conditions or other situations that would put an employee's safety at risk (e.g., snow or icy roads & sidewalks, flooding, roads closed due to disaster), we reserve the right to cancel service at no charge to the client. Clients are also able to cancel same-day at no charge under such circumstances.

In times of snow or ice, **please keep your sidewalks & outside stairs/porch shoveled and clear of ice**. Our walkers appreciate your efforts to keep conditions as safe as possible, should we need to come by for a visit.

If outdoor conditions prove hazardous to dogs or our employees (e.g., poor air quality during wildfires, excessive heat in summer), we are happy to make recommendations for alternate activities or shortened appointments.

Holidays

Puget Sound Puppies LLC will **offer limited service** on the following holidays:

Monday, May 31, 2021 (Memorial Day)
Sunday, July 4, 2021 (Independence Day)
Monday, September 6, 2021 (Labor Day)
Thursday, November 25, 2021 (Thanksgiving)
Friday, December 24, 2021 (Christmas Eve)
Saturday, December 25, 2021 (Christmas)
Friday, December 31, 2021 (New Year's Eve)
Saturday, January 1, 2022 (New Year's Day)

Service on the above holidays is offered **by request only**; all normal service will be canceled on the above dates.

Because of limited staff availability combined with the high probability that any available staff will also be assigned an overnight stay on holidays, **walk requests will be restricted to a 9am-6pm window**. We will not accept requests for walks outside those hours during the above holidays.

All walk, visit, & overnights services rendered on the above dates will be charged **double (2x)** the base rate, plus any other applicable surcharges.

Overnight slots for Thanksgiving, Christmas, and New Years Eve & Day fill up early. All accepted overnight requests for these holidays will require a nonrefundable 20% deposit at booking, regardless of the length of the stay. Plan to submit your request before April 2021.

Precise Pet Care Software for Clients

Puget Sound Puppies uses Precise Pet Care for scheduling & maintenance of client information. Clients can use this software to request service, put in a cancellation request (except for late cancellations), view upcoming visits, and view when a visit is in progress. Clients are also able to leave appointment-specific notes for sitters, which can be useful if, e.g., a client would like the sitter to check on something in the house, bring in a package, or monitor their dog's stool consistency. The software is also available as an app for your phone or tablet.

Each new client will receive an invitation link to set up a login account before the start of service. We strongly recommend that at least one member of the household set up a login account. If the client would like additional people to have access to their account, they can email us at scheduling@pugetsoundpuppies.com with the name and email address of the person(s) to be added to their account.

Updating your Information

****The system requires all clients to review their information every 6 months before scheduling services. These occasional reviews help ensure our pet care professionals have the best information available.****

My Info: At your first login, a notification may appear asking you to fill out the "My Info" form before requesting services. Click the link in the "Notifications" box, or access the form by going to the **Petcare > My Info** page. Complete this form by filling in your personal contact information, additional and emergency contacts, and information regarding your home and your pet's veterinarian. The more information you provide, the better equipped your pet sitter will be to take great care of your pet!

Once you have completed the form, click **Save** to update your information.

My Account: The information on this page is related to your Login. Using the **My Account** page you can update the password and email address you use to login (to update the email address you receive system emails with use the **My Info** page).

Scheduling via Precise Pet Care

****Please note that our calendar on Precise Pet Care runs Monday - Sunday.****

When requesting service via Precise Pet Care, please note that requests less than 16 hours in advance will **not** be processed by the system. In cases of last-minute requests, email us directly at scheduling@pugetsoundpuppies.com.

To request services, visit the **Scheduling > My Schedule** page and click the **Request Service** button. If all of your pets will be receiving care, select the "All Pets." If the service is for a specific pet, choose this pet's name from the list in the drop-down menu.

- **Single Day:** To request service for a single day, select "Single," and choose the date, type, and timing of the service. You may also enter any other relevant information you'd like in the "Notes" box. If you'd like to schedule more than one service in a day - for example, an afternoon walk and a dinner visit - click **Add Next Service/Time** and specify the details for the additional service. When you're done, click **Submit**.

You also have the option of requesting services for multiple days simultaneously by selecting "Multiple Days," "Ongoing" or "Custom."

- **Multiple Days:** If you know in advance you'll need visits for more than a single day in a given period, it may be convenient for you to request these visits at once. To do so, use "Multiple Days" for the Schedule Type, choose a start and ending date for the services, the pattern of services (every day, alternate days, etc.), and the type and timing of the services.
- **Ongoing:** Ongoing services are automatically generated by the system on a continuing basis and have no end date. If you would like to set a consistent weekly schedule for services, then the "Ongoing" option may be right for you. To schedule ongoing services, use the "Ongoing" Schedule Type and enter the date when you would like services to begin. Next, as with the "Multiple Days" option, you may specify a pattern for the services, as well as service types and times. If you know that you will *not* need services on specific dates within the automatically generated "ongoing" period, you may exclude these from your schedule by clicking **Add Skip Dates** and selecting the days when services will not be required.
- **Custom:** Using "Custom" as the Schedule Type, you can choose any combination of days in a single request by selecting them on a calendar. This is best used if your schedule will differ week to week or if you only need service sporadically.

When you have finished requesting services, click [Submit](#). You may view your schedule at any time by visiting the **Scheduling > My Schedule** page.

Status Colors: By viewing the schedule page you can check on the status for requested services. When you first request a service, the service box will be white and marked as "Requested." Once the service has been accepted, the box will be yellow. Confirmed services appear in green, and completed past services appear in dark gray.

Making Changes: While services are still in the "Requested" status you may edit them. Once they have been accepted, you will need to contact Puget Sound Puppies LLC directly to make changes. To cancel services after they have been accepted, read the instructions below.

Cancellations via Precise Pet Care

If you wish to cancel one or more services, you can do so directly in the software OR by emailing us at scheduling@pugetsoundpuppies.com. If you wish to cancel in the software, you may request a cancellation from the **My Schedule** page. Please note that cancellations cannot be made in the software within the day of the service.

To request a cancellation, click the "Cancel" button for the service you'd like to cancel. In the pop-up window that appears, you will have the opportunity to write a note explaining the cancellation. Finish the request by clicking the "Request" button. Your cancellation request will then be emailed to the manager, who will decide whether or not to approve the cancellation. If your cancellation is approved, you will receive an email confirmation by 5am the morning after the cancellation is processed by management.

Communicating with walkers and PSP Management via Precise Pet Care

The **Message** feature in Precise Pet Care allows clients to communicate directly with PSP Management-- it is essentially another way to email us if you have any general notes or questions. Walkers *cannot* see these emails unless the walker also happens to be a manager OR unless management forwards the email to them.

*To give a **walker** a direct heads up about anything related to an upcoming appointment*, you will want to use the "Add Note" button in **My Schedule**. Here you can ask them to check on something in the house, or give you feedback on any aspect of the walk. Management also receives a notification when a note is left for an appointment.

You can also use the **comment** feature in pet journals to discuss an appointment with walkers. This is a great way to ask for additional feedback if anything is unclear.

Cancellation Policies

Walks & Private Training

*We are happy to cancel a walk or private training appointment at no charge when given notice **by 7pm** the evening before the scheduled appointment (either via Precise Pet Care or email).* For walks, please reach out to your scheduling coordinator or the Director of Operations to cancel. For private training, please get in touch with your trainer. For walks and training appointments canceled after 7pm the evening before, we reserve the right to charge the canceled appointment at the full rate.

A walk or training appointment that would otherwise be canceled late can be rescheduled for free; if, however, that rescheduled appointment is canceled, we reserve the right to charge for the appointment. The date of the rescheduled walk appointment must fall within one week (7 days) of the date of the original walk to avoid any cancellation charges; it cannot replace a normally scheduled walk day or previously requested day (i.e., clients cannot make a timely cancellation of a walk, then “reschedule” a late cancellation for that day and time).

Overnights

Overnights can be canceled at no additional charge with at least 72 hours notice. Deposits for canceled overnights are not refundable, but they can be transferred for use toward a future overnight stay that occurs within 6 months of the original booking.

Overnights canceled with less than 72 hours notice will be charged at their full rate up to the first three days.

Access to Your Home

As part of the terms of service for walks, overnights, and day training, the client must provide PSP with access to the home, if the dog is left indoors, or with access to a fenced yard, if the dog is left outdoors.

If the dog is indoors, the client is to provide PSP with access to the home in one of the following ways before service commences:

1. Provide **two sets** of keys (one for the principal walker, one as backup) to the home. Upon termination of service, PSP will return both sets of keys to the client.
Note: if a FOB or key labeled DO NOT DUPLICATE is required, the client must still provide PSP with two sets of each item at the client’s expense. Both sets will be returned to the client upon termination of service.
2. Keep one set of keys in a lockbox, and give PSP the location of the box and its access code.
3. Give PSP an access code to a combination-style deadbolt

If PSP is required to disarm a home security system upon entry, the client will provide the appropriate protocol for disarming (and re-arming) the alarm. PSP agrees to use reasonable care with all sensitive items and information, including but not limited to keys and security access codes.

Billing

Overnight Deposits

Any requests for overnights requiring a stay lasting four (4) or more nights OR occurring on a by-request holiday (regardless of length) requires a 20% nonrefundable deposit upon booking. This deposit will be applied to your total charges after completion of the overnight.

Any deposit from a canceled stay can be applied to a future stay that occurs within six (6) months of the originally scheduled dates.

Billing Schedule

Unless clients are signed up for autopay and indicate otherwise, all clients are billed on a biweekly (i.e., every other week) schedule for walks. Invoices are sent via email from QuickBooks on Monday mornings. **The client is responsible for ensuring these emails arrive in the inbox of an email address that is checked regularly.** We are happy to help you set a filter to make sure the emails do not go to Spam or your Trash.

Overnights are billed separately on the Monday following the conclusion of the job, regardless of billing cycle.

Private Training fees are due upon completion of the appointment for Initial Consultations and single sessions. Fees for multi-session packages are due in full before the beginning of the first session, unless alternative arrangements are made with Wesley Hawkins.

Payment Options

We accept payment by check (pay to Puget Sound Puppies LLC) or online via credit card (Visa, Mastercard, Discover, or Amex) or e-check. **All payments are due within 14 days of invoicing.** We do not accept cash for walks or overnight service. We also have an autopay service (see below).

Past Due Invoices

- **All payments are due within 14 days of invoicing.**
- Once an invoice is 7 days past due, Puget Sound Puppies will assess a late fee of \$10 for every week an invoice remains unpaid.
- If a client has 3 or more invoices overdue, Puget Sound Puppies reserves the right to suspend service until the client has brought their account up to date.
- If any invoice goes more than 90 days past due, Puget Sound Puppies will permanently cancel service, and any invoices at least 90 days past due will be sent to collections. The client is still responsible for payment of all outstanding invoices.

Autopay Service

Clients who keep a checking account on file for autopay receive a 3% discount on ALL SERVICES.

We also offer the option to “set it and forget it” via our Auto Pay service. With this option, the client keeps a checking account on file with PSP. Auto Pay clients can choose to be billed biweekly or monthly (default is the 1st of every month, unless the client requests a different day).

For more information or to sign up, contact Jaime Volker (jaime@pugetsoundpuppies.com).

All billing questions or problems with invoices should be directed to the Director of Operations, Jaime Volker (jaime@pugetsoundpuppies.com).

Contact Information:

Mailing Address:

Puget Sound Puppies LLC
1811 S 261st Pl
Des Moines, WA 98198

Training Inquiries:

Wesley Hawkins, Owner and Founder
Mobile: (206) 900-2311
Email: wesley@pugetsoundpuppies.com

Billing, General Questions:

Jaime Volker, Director of Operations
Mobile: (206) 999-4080
Email: jaime@pugetsoundpuppies.com

Scheduling walks, overnights: scheduling@pugetsoundpuppies.com