

**RELATIONSHIP-BASED DOG CARE  
ON MANHATTAN'S UPPER WEST SIDE**

*Personal Dog Boarding & Dog Walking Services*



## **DOG WALKING**

The Dog House NYC Service Agreement

### **This form is digital and can be electronically filled in.**

Please fill in the details below and email this form to [info@thedoghousenyc.com](mailto:info@thedoghousenyc.com)

Please ensure you have signed the file before sending as all files received that are not signed will be void.

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The contract below lays out our promise to you and your commitment to us. When you have finished reading, please sign here to indicate you understand and agree to all terms stated and agree to the services and rates.

Dog's Name:

Sibling's Name:

Days to be walked (please select):      Mon      Tue      Wed      Thurs      Fri

Walk Window (please select):      9-11am      11-1pm      1-3pm      3-5pm      5-6pm

Vet:

By signing this form you have read and agreed to the terms and conditions in this document.

Printed Name:

Date:

Signature:



**MAIN PHONE:** 212-665-4320. This is a landline phone and does not take text messages.

**EMERGENCY PHONE:** 917-842-4030 or 917-842-7743

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*- proudly operating since 1996 -*

## **DOG WALKING**

### The Dog House NYC Service Agreement

#### **WHO WE ARE:**

We are a married couple that has been getting UWS dogs off the couch and out into nature since 1996. Heather is a Certified Training Partner of the Karen Pryor Academy. She is also certified by the Dog Walking Academy and by the American Red Cross (in pet first aid). The Dog House NYC is insured through United Specialty Insurance Company and is bonded through Travelers.

#### **WHAT YOU GET:**

You get our 20 years of experience, our certified skills, and our focused attention on your dog during his/her walks. Our outings are tailored to your dog's social and physical needs. Each of our walkers is certified by the Dog Walking Academy in handling skills and the latest science of dog behavior and also by the American Red Cross in pet first aid. You also get a spirit of community service. We love where we live and work and we want to add to the joy of those who share our neighborhood.

#### **DESCRIPTION OF OUR WALKS:**

Your assigned walker will come to your apartment to take your dog for a walk. To make the most of the time, she typically will have a set of your keys on her and will bring her own equipment. Weather permitting, and depending on what you have agreed on beforehand with her, she will take your dog for the contracted length of time to a nearby dog run or on a leash walk in one of several parks in our neighborhood. If you have special concerns or simple preferences about the way we do things, always let us know and we'll try to make things happen your way.

All of our walks are by subscription. You sign up and expect your walker to come within the same window of time each day for a minimum of three days a week. But there is flexibility, too. We give you 10 vacation days and we observe all the bank holidays (plus the day after Thanksgiving), thus freeing up 21 days without charge for you to spend as you please. You will receive a monthly bill on the last day of the month that is pro-rated on an annual basis to allow for holidays and vacation days. And you can stop service anytime you want after giving us two weeks' notice.

We've designed our business model this way because we really believe in relationships. We resist the notion that your dog is an "it" and our walkers are a "commodity". Dogs, like humans, thrive under kind and steady relationships. A subscription model gives your dog regular walks with his own person and provides an even flow of work for our walkers.

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*We offer three types of walks:*

**SOCIAL WALKS:**

Your dog goes out with a buddy or two. Dogs, like people, build friendships and it makes them feel good to see their pals every day. These walks are only available if companionable dogs live near one another. These walks usually involve two dogs and never more than four -- because safety and individual attention are very important. Finally, no matter how many households are involved -- one or two or, rarely, three -- each household gets its full time allotment. \$30/hr.

**INDIVIDUAL WALKS:**

Some dogs do better with solo walks. Perhaps they are senior or injured. Perhaps they need dedicated attention. Maybe they're very shy. Whatever the reason, we are glad to provide individual walks. \$35/hr.

**TRAINING WALKS:**

We offer two levels of training walks.

**Level one:** for the dog (or the dog and human team) who needs education on how to walk nicely on city streets. Heather, who is an experienced and certified dog trainer, works with the dog at the training rate. \$200/hr; \$480 for three-hour package; \$810 for six-hour package.

**Level two:** for the dog who has already received our walking education and is looking for sustained practice and support. This back-up is delivered by our walkers who are taught to practice training protocols. \$50/hr.

**KEYS:**

Our policy is to keep two sets of keys: one set for the walker and one set for our master key closet at The Dog House office. If you prefer, we can instead ask for keys from your front desk.

**WEATHER POLICY:**

We reserve the right to abbreviate a walk to a relief walk if the weather warrants. In such an event, we will still charge for the full walk. Such conditions might include steady rain, extreme heat or extreme wind. This does not come up often, but when it does we let you know by email. We want all our dogs to be safe and comfortable.

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**GPS TRACKING:**

GPS tracking is not available company-wide at this time. But if GPS tracking is important to you, talk to us and we'll try to arrange GPS tracking for you.

**CANCELLATION POLICY:**

You may cancel a walk and you may cancel the service. But please give us the courtesy of notice: 24 hours' notice for a walk; two weeks' notice for the service. Under our subscription model, please understand that you will still be charged if you cancel a walk unless you have designated it as one of your 10 vacation days. If you cancel the service, there is no guarantee that we will be able to resume service at a later date.

**OUR WALKERS:**

Good dog walking depends on good walkers. Sounds simple, but it's sometimes overlooked. We look for dedicated people who will stay with us for a while and develop warm relationships with your dogs.

We choose our walkers carefully and groom them (so to speak) to our high standards. We identify them from their cover letters and resumes or from personal knowledge; we follow up on references (business references, not just personal ones); we introduce them to our dogs and give them a chance to model how they would walk them; and once engaged, we shadow them to get them launched and are always available for consultation. But that's not all: we also send them to the Dog Walking Academy, a four-day workshop that teaches handling and observational skills and also the latest science in how to work effectively with dogs.

One other thing. Our walkers are all salaried, as opposed to being independent contractors, and receive all the tax, insurance and other benefits of being employed because we believe in being good employers as well as good neighbors.

Please understand that our walkers have agreed not to develop independent relationships with you or people you know for a period of one year after their service with us without our express permission.

**MEET AND GREET:**

Once you've engaged us, we will send a walker to your house to meet you and your dog(s). Your walker will arrive with a bunch of questions that will help him/her get to know your dog, your dog's

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### **MEET AND GREET** *(continue)*

personal history, medical history, behavior and preferences. It's also a good opportunity for you to show your walker where you keep things and what to expect. We think you'll be pleased with your walker and do let us know. But everybody's different, so if the match isn't right, we will make every effort to send you a new one.

### **GROOMING POLICY:**

We strive to spend as little time in your home as possible so we can spend more time walking your dog. Still, we don't leave you with muddy paws. Please leave a towel at your front door and we'll be sure to towel off muddy or snowy paws.

### **VACCINATIONS AND GENERAL HEALTH:**

We want all our dogs to be healthy and safe and we exercise all care toward this end. Please do your part to send us healthy dogs. In particular, please

- ensure their vaccinations/titres are up-to-date, especially including rabies, parvo, distemper, and bordetella;
- raise the matter with your vet of testing your dog(s) for giardia and for worms before his visit to us; and
- notify us of any signs of injury or possible illness before any walk as soon as the condition appears.

### **MEDICAL EMERGENCIES:**

We work hard to prevent accidents and illness, but such problems may occur no matter how well a dog is cared for.

In spite of our best efforts, dogs can and do pick up anything in our highly-trafficked dog runs and parks and on our littered streets. You agree to hold us harmless and to pay for all vet expenses and transportation fees in the event your dog gets sick.

Likewise, accidents can and do happen. Again, you agree to hold us harmless and to pay for all vet expenses and transportation fees in the event your dog is in an accident. If your dog caused the accident, you also agree to pay expenses for any person or dog who was injured as a result.

In the event of an accident or illness, we will take your dog to the NYC vet you have named above. If your vet's office is closed or we deem the situation calls for immediate attention, we will

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**MEDICAL EMERGENCIES** *(continue)*

take your dog to the nearest vet office or animal hospital. The vet clinic closest to The Dog House NYC is the Riverside Animal Hospital at 250 W 108<sup>th</sup> St. The hospital we use most often is Blue Pearl Specialty and Emergency Pet Hospital at 410 W 55<sup>th</sup> St. You agree to allow us to use our best judgment in handling these situations, and you understand that we assume no responsibility for the actions and decisions of the vet staff.

We will try to contact you as soon as the condition is deemed not life-threatening and/or contact is possible.

This agreement is valid from the date above and grants permission for future veterinary care without the need for additional authorization each time The Dog House NYC, LLC cares for one or more of your pets.

**TERMINATION/AUTHORIZATION**

Safety is our first concern. We reserve the right to terminate service at any time before or during scheduled service if we determine that a dog poses a danger to the health or safety of another dog or human caretaker; or if a dog guest engages in nuisance behavior to such a degree that it significantly interferes with the conduct of normal walking.

**PHOTOGRAPHS**

We love to take lots of photos of our guests. We send the best along in parent reports and occasionally post to The Dog House NYC Facebook page. Unless you specifically opt out, you agree that this is fine and that the photos or videos are our sole property.

**AGREEMENT**

We agree to provide the services stated in this agreement in a reliable, caring, and trustworthy manner, and you expressly waive and relinquish any and all claims against us except those arising from our gross negligence. You also agree to notify The Dog House NYC, LLC of any concerns within 24 hours of return.

The provisions of this form are valid approval for future services provided by The Dog House NYC, LLC. without additional signed contracts or written authorization.

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