



As of July 6th, 2011

WOOF! Seattle's Policies and Pricing Guide

Welcome to WOOF! Seattle's Pricing and Policies Guide. Before we may care for your animals, it is important that you read through and fully understand the information enclosed.

Please contact us at woofseattle@live.com or call us at (425) 770-9663 if you have any questions or concerns.

Policies

Service Contract

All clients must sign a service contract with WOOF! Seattle during the acquaintance session before service can be provided to your animals. At that time you will provide your name, phone number, email address, physical address, your animal's name, breed, age, any health conditions or special needs, and an emergency contact. Veterinary contact information is also requested in event of an emergency. Your animal is important to the WOOF! Seattle family, and all of these important pieces of information will help insure you receive the best care possible.

Emergency Contact

In addition to your own contact information and your veterinary contact information, we require an emergency contact in the event we cannot get in touch with you if you are out of town or unavailable. Your emergency contact should be someone close to you, like a family member or friend. They must be available and quickly able to respond if we need to call or email them.

Winter Weather Emergency Contact and Policy

Safety is a priority at WOOF! Seattle, and that means not putting our walkers at risk during times of acclimate weather. Because we do not operate a boarding facility, our services require that we drive to provide care for your animal. In the event snow prevents WOOF! Seattle from getting to your animal during your service period, a Winter Weather Emergency Contact is required to perform the services that WOOF! Seattle cannot. This should be a family member, friend, neighbor, roommate, etc. You will need to communicate to WOOF! Seattle if you plan to work from home and cancel an appointment with us due to snow. Failure to do will result in a cancellation fee. A Winter Weather contract will be required for all services between the months of November to February.

Payment Methods

WOOF! Seattle accepts personal checks, Mastercard, Visa, American Express, and Discover. A credit card is required to be on file before your first service is fulfilled. Credit card authorization must be on file with WOOF! Seattle.

Payment for service must be completed before the service can begin.

If paying by personal check, a check must be left within your residence on the first day that your service begins. All checks should be made payable to "Woof Seattle".

If paying by debit or credit card, WOOF! Seattle will automatically bill in full for the quoted total of your service, when your service begins. Any overages or credits will be given upon completion of your service and you will be notified in advance.

Cancellation Policy

WOOF! Seattle requires more than 48-hours notice of the cancellation of the scheduled pet care service. Failure to provide 48-hours notice will result in a cancellation fee equal to 50% of the total invoice for the scheduled pet care service that is canceled.

Failure to provide 24 hours advance notice of cancellation of any scheduled service will result in a cancellation fee equal to 100% of the total canceled service.

Returning home early is the same as a last minute cancellation and is charged at 100% of the original scheduled service.

Pricing

Weekend Service Pricing

A 50% premium will be applied to pet sitting and dog walking services provided on Saturday or Sunday. This charge does not apply to overnight services. Discounts cannot be applied to weekend or holiday services.

Emergency Same-Day Service Requests

Emergency same-day appointments are subject to an additional 50% premium. Keep in mind, WOOF! Seattle cannot guarantee staff availability without advanced notice and therefore requests that you have back-up care in place for your animal in the event we are unable to provide emergency same-day service.

Holiday Service Pricing

An additional 100% premium will be applied to any services performed on the following holidays:

Thanksgiving Day

Christmas Day: December 25th

New Year's Eve: December 31st

An additional 50% premium will be applied to any services performed on the following holidays:

New Year's Day: January 1st

Spring Break: March 28th to April 5th

Easter Weekend: Saturday through Monday

Memorial Day Weekend: Friday through Monday

Independence Day: July 4th

Labor Day Weekend: Friday through Monday

Thanksgiving Weekend: Wednesday through Monday

Christmas Week: December 22nd to December 30th

Discounts cannot be applied to weekend or holiday services.

Pricing Caveats

Listed prices are subject to change at WOOF! Seattle's discretion. Consult the service list pricing posted to <http://www.woofseattle.com> before scheduling your next appointment.
