



Thank you for contacting The Daily Dog. We sincerely look forward to the opportunity of serving both you and your pet(s). In order to do so, we will need you to provide us with the important information below. The more detailed you can be when answering, the quicker we can get you and your dog set-up in our online software system so that you are able to begin using our services.

**VITAL INFORMATION NEEDED PRIOR TO ANY SERVICES BEING RENDERED:**

How many dogs will be using our services?

Name of your dog(s)?

Breed(s) of your dogs(s)?

Age(s) of your dog(s)?

Your home address?

Best number to reach you?

Ideal service start date?

Dog Walking Services:

Which day(s) of the week will you need our services (Monday through Friday)

What time of the day is ideal for your dog to be walked?

10:00am-12:00pm

11:00am-1:00pm

12:30pm-2:30pm

2:30pm-4:30pm

Other?

**MEET & GREET WITH DOG WALKER**

After you provide us with the vital information above, we can then go ahead and match you with one of our professional dog walkers that we feel will be the perfect fit. We will then schedule a personal "Meet & Greet" for you and the walker. This is typically a 15-minute meeting whereby you can decide if he/she seems like they would work well. If so, you can then show your walker the dog's routine and where his/her supplies are (cookies, food, leash, collar, towel, toys, etc...). Once hired, the walker will also provide you with a mandatory "lock-box" to be secured to your home whereby you will keep the key for a \$10 refundable security deposit. If you have an alarm system, you will need to supply your walker with that information/code instead of the lock-box.

## REQUIRED FORMS/SIGNATURES

Below are links to our most commonly used forms as well as our pricing. For forms that require a signature, please complete each form and sign. Once completed, you can either email them to [scheduling@dailydog.net](mailto:scheduling@dailydog.net) or upload them directly to your account online by following instructions below (Software Set-up):

**Emergency Care Agreement** – is required for all Daily Dog’s furry family. This form provides us with essential information to ensure we’re taking the best possible care of your pet.

**Terms and Conditions** – This form details the terms and conditions surrounding The Daily Dog’s services.

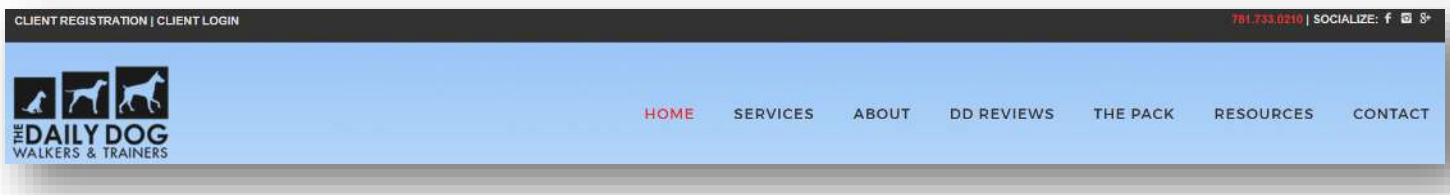
**Pawlicies and Procedures** – We have created this policy and procedures roadmap so that all Clients/Pet Owners are clear on how to Schedule a Walk, Cancel A Walk, Request Last Minute Services, and all of the other policies and procedures that are vital to the smooth operation of The Daily Dog, LLC, safety and exceptional care of your pet(s) and home at all times.

## PRICING SHEET - 2018

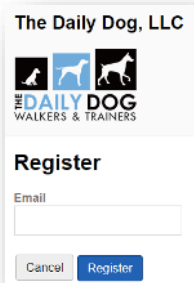
**2018 Pricing** – Our full schedule of pricing for all services.

## SCHEDULING SOFTWARE

If you have not already registered online, please do so by going to our website: [www.dailydog.net](http://www.dailydog.net)  
Click on Client Registration (left-hand corner)



You will be brought to this screen where you can then register all of your information, your pet’s information, and then begin to schedule your dog’s walks, pet sitting, make changes or cancellations, upload documents. Please note: Emergency Contact Information is mandatory as well as Proof of Vaccinations. If you plan to have the same walking schedule every week i.e. Monday through Friday, we can set you up to have a reoccurring schedule. If you need to make changes on a reoccurring week, you can add or cancel days during that particular week via your online pet portal.



## **UPLOAD REQUIRED FORMS AND SIGNATURES TO YOUR PET PORTAL**

- 1) Click on "Your Data"
- 2) Click on "Contracts and Forms"
- 3) Click "Edit" in blue on right hand side
- 4) Click "Choose File"
- 5) Then press "Update" to save

## **ACH OR CREDIT CARD SET-UP**

You can now enter your payment information. Either set yourself up for recurring weekly payments or you can just pay online weekly as you go. We invoice our clients and charge bank account/credit cards on Saturdays.

## **DOG WALKER COMMUNICATION:**

What you can expect. Your dog walker will send you a daily update about your dog's walk. It will come to you as an email. They may not send it at the time of the walk, but they will get it to you the same day. Please note, at this time when you respond to your walker's email, it goes directly to our Administrative Assistant. We are working with the software company so that you will be able to respond directly to the walker.

If you need to leave additional information for your walker on certain days, you can leave that information for them online in the "**note section**" when scheduling for that specific day. Some examples: *"please, feed the dog today, don't let the dog get wet, just had flea and tick meds applied, we have contractors at the house please put the dog in the bedroom etc..."*

We know this sounds more overwhelming than it really is, so please at any time if you have questions or need help with the online system, please do not hesitate to contact our Administrative Assistant at [scheduling@dailydog.net](mailto:scheduling@dailydog.net).

Thank you and **WELCOME TO THE DAILY DOG!**