



MCKENNA'S
-- MUTTS LLC --

Hello New Client!

Thank you so much for choosing to work with us. We are thrilled to be the ones to care for your furbabies! In this letter we just wanted to outline some of our basic policies so you know how we operate! We are a small business of experienced pet caretakers and we absolutely love our job. With that being said we do have some policies in place to protect our caretakers. These are just a few, please see the "Pet Care Contract" to read all of our policies.

Payment policy:

Payments are due every Monday after care is complete. For example, if we provide walks for you Monday-Friday, the payment will be due the following Monday. If we provide overnights that go over a week, partial payment for the overnights completed in one week's time will be due on the Monday after those overnights are complete. We do charge a \$50 late fee for payments not received by 12:00 pm on Tuesday. Please communicate if you are having any trouble with payment, we try to be accommodating.

Deposits:

We only require deposits for overnight bookings of 5 nights or longer. This deposit is 50% of the total booking cost and is required to lock in your dates. Please see contract for cancellation policy.

Extreme temperatures:

Regarding walks, we take dogs' health very seriously. For summer time if the temperature is 75 or above, walks will be cut down to 15 minutes of walking time and the rest of the planned time will be inside play. For winter the same goes for temperatures 32 and below, especially if it's icy. For winter storms/extreme ice/extremely cold weather, dogs will get a quick potty break with enough time to do their business and the rest of the time will be inside play. Please provide jackets/booties next to their leash if your dog will require one in the colder months.

Pet Pocketbook:

Pet Pocketbook is the booking system we use for all services and payments. (We also accept Venmo, Paypal, Cash or check but you will receive weekly invoices outlining the services completed and total bill due on Pet Pocketbook.) If you are a new client looking to establish care, please reach out via email so that I can send you our invite link to PPB. Please utilize Petpocketbook for all booking requests. We also ask that if you have any questions about availability or issues with booking, please message us directly on PPB. We are trying to clear up our personal phones from working 24/7 and the easiest way to make sure everything is booked correctly is by using the booking system. The only exception is for overnight stays as the system will not let clients request them for some reason. Please note that all requests are subject to be declined. We try our absolute best to squeeze everyone in, especially with last minute requests, so if we do need to decline we will contact you directly. We do book in time windows rather than exact times to try to ensure everyone gets in for the day. For example if you need a mid day walk, it would be a 12pm-3pm time window. If you need a certain time during that time frame please write it in the special notes section and we will try and accommodate. If you are needing certain days of the week every week, we do have an option to do recurring appointments which would make sure you have a slot every week. We also ask for you to check your dog's schedule weekly to make sure it is correct.

We have multiple providers who work with us to provide the best care possible. We try hard to make sure your pet gets the same person every time to establish a bond, but sometimes there may have to be fill ins depending on availability. You will be notified if a different provider will be taking care of your appointment.

McKenna handles all invoicing, payments and general management questions. Please contact your specific provider for any questions/comments regarding care for your pets or their personal schedule. Availability questions can be asked on Pet Pocketbook and one of us will get back to you.