

Welcome to MonumenTails!

It is our mission at MonumenTails to provide the best Pet Care service available in the Boston Area. To do that, it is of utmost importance that we & clients alike adhere to the guidelines and processes that are set in place that to ensure the safety for your beloved pet.

At MonumenTails we hold our walkers to the Highest Possible Standard to maintain the first class level of service that is unparalleled within the industry. We take great pride in the services that are provided to you and your pet.

Please take time to read our client playbook and sign at the bottom to acknowledge your acceptance to our terms of service.

Cheers,

Elizabeth D'Oliveira
Principal



BEST PRACTICES:

Daily Group Dog Walks-(Monday-Friday 10am -3pm)

During our group walk, your dog will enjoy a walk around historic Charlestown with the company of his or her doggie pals. Group walks are beneficial when building your dog's social skills and fulfill their desire to be pack animals, making for a happier pooch! We keep all of our walks to a maximum of FIVE (5) dogs per group in order to provide plenty of individual attention to each of our dogs with the following standards set forth by MonumenTails:

Exclusively Serving the Boston Area since 2004

- New clients will be on a probationary/evaluation period for the first 30 days.
- Dogs must demonstrate social aptitude with others in the pack.
- Dogs will be matched by temperament or size and will be adjusted as needed.
- There is a 2 hour window allowance for walks (ie. If walk is scheduled for 12pm walk, dog will be walked between 11am and 1pm).
- Dog will not have demonstrated aggressive or threatening behavior towards other dogs prior to joining our pack. If we determine the dog exhibits aggressive behavior during our evaluation period (30 days), we would be happy to suggest other arrangements for your dog to be walked.
- Evening Walks are conducted between 4-6pm for 20 mins only unless other arrangements are made. **Walks must be requested by 1pm day of service.**
- Weekend walks are based on availability and requested by Friday prior.

- Client will make every effort to provide working keys to unit for entry .
- Same Day morning walks will be requested by 9am and walks are not guaranteed
- If you are not receiving Petcheck alerts via text or email, please log into your Pet Check account to check
- Boarding Arrangements will be made with your designated walker directly with instructions and payment method
- Please notify MonumenTails if your dog is sick or is exhibiting out of normal behavior so walkers are aware
- When requesting same day walks in Petcheck, please call Elizabeth to confirm that walk has been accepted in the system and walker is available
- Client will agree not to sever MonumenTails relationship and enter into an agreement and/or pet care relationship with former MonumenTails walkers for a period of 12 months from the former walkers' last day with MonumenTails as they are under a non-solicitation clause. Failure to do so may result in MonumenTails seeking legal remedy.

Off Leash Gated Bark Play (Monday-Friday 12pm-2pm)

Bark Play involves a group of dogs (4Maximum) off leash in an enclosed dog park to run and play with each other. A perfect offering for dogs that needs to expend some extra energy, or who enjoy socializing with other dogs! Our On Staff Behavior Consultant will evaluate and assist in integrating your dog into the Bark Play if needed. Your Dog must be under voice command, neutered, or spayed to participate in Bark Play.

Client intake form must be completed to commence in Park Play

Dedicated Walker and Duties:

Client will be assigned one of our qualified dog walkers based on your geography. In the event of emergency and the assigned walker cannot conduct walks on their daily route, we will provide you with a secondary walker to avoid any disruption in service. You will be notified via email on said changes.

Please have the following items ready for your dog walker on the day of your walk: dog leash (no retractable leashes), QR code in sight, treats, cleaning supplies, potty bags, a sweater/jacket for your dog on cold weather days, and a towel to dry them off with in the event of rain or snow. If QR code is lost or damaged, replacement QR codes are offered at a fee of **\$5.00**.

Walking Service includes clean up service of any accidents your dog may leave, just let us know where the cleaning supplies are located, and we will do the rest. Feedings and administering medication are also included with service if requested. Please provide instructions for this care and we will be happy to help!

Petcheck:

All of our walks are **Petcheck Verified**. Upon beginning service, you will be instructed on how to log into and use **Petcheck Technology**. When logging in for the first time, please complete the information regarding your pet, including veterinary information, notes pertaining to your dog, and your billing information. Once in the **Petcheck** system, expect daily email reporting on the time your dog has been picked up and dropped off as well as a personal note from your dog walker on what your dog did on his/her walk. Walks can also be scheduled through the **Petcheck** System, as well as paying your weekly invoice.

Cancellations:

All services must be requested in Petcheck by 9 am in Petcheck AND contacting Elizabeth via text directly for cancellations, on the desired day of service. All scheduled walks will be performed within a 2 hour time window of the time requested. If walks are not cancelled and walkers show up, you WILL BE charged your normal walk rate.

Payments and Declines:

Balance of services owed will be charged weekly on the credit card we have on file. Please check the expiration date to ensure non-disruption in service. If credit card is declined, we reserve the right to charge a **\$25.00** fee if unpaid balance is not settled within 24 hrs.

Follow Us:

Follow us on Social Media (Twitter, FB, and Instagram) and make sure your email setting allows for you to accept emails from MonumentTails as important and time sensitive announcements will be communicated through these channels.

Exclusively Serving the Boston Area since 2004

ACKNOWLEDGEMENT AND ACCEPTANCE OF TERMS TO COMMENCE SERVICE:

SIGNATURE

DATE