



TERMS OF SERVICE

For the purposes of this document, Trailing Tails LLC, D.B.A.: Trailing Tails, of 679 37TH AVE. S.F. CA, is referred to as the "Walker" and the customer is referred to as the "Owner".

The Owner is the owner of the dog, referred to as the "Dog", that will be cared for by the "Walker".

The Owner has requested care for their canine, as defined in this document, to be preformed by the Walker. By engaging in the services offered by the Walker, the Owner agrees to all the terms of service herein.

PHILOSOPHY AND ETHOS

Trailing Tails employs "force-free" and "positive reinforcement, reward based training methods". We do not use any aversive tools or punishments, and will decline to if asked to use them. This includes e-collars, prong or choke collars, jerking on leashes, rattle cans, or any sort of automated correctional devices.

GROUP HIKES

The Walker will pick up the Dog from the Owner's house, bring the Dog on a group hike lasting no less than 60 minutes, and return the Dog home. The length of time that the Dog is vacant from their house does not represent the length of time of the actual group hike, the hike is always 60 minutes, whereas the Dog may be in transit for up to three hours.

Scheduling: The Owner will choose a set schedule per week (i.e. Monday, Wednesday, Friday A.M. hike, or Tuesday & Thursday P.M. hike), and do their best to adhere to that schedule. The Walker should be notified about proposed schedule changes within at least week of their effective date. Schedule changes must be approved by a manager.

Modes of Egress: the Owner will supply a physical key or code to electronic lock or lock box after an initial trial period. Egress should be quick and efficient, without the need for disturbance or waiting.

Pickup / Drop-off: The Walker must be allowed to pick up and drop off the Dog during the "windows of time" schedule, which is listed on our website (trailingtails.com/pricing-policy) and distributed to clients via our intake form. The Walker is not obligated to give estimated times of arrival, or "ETA's".

Required Equipment: Collar (snug, *not loose*) with S.F. dog license tag and rabies vaccination tag, collar should be on the Dog or readily available to the Walker at pick up.

Variable Rates: Rates vary based on quantity of walks per week, where more frequent walks per week cost less. Rates are listed on our website (trailingtails.com/pricing-policy) and will track inflation.

LIMITED LIABILITY

Except in the case of negligence, the Walker assumes no responsibility for damage, the Owner assumes full responsibility for the actions of their Dog, any damage incurred by their Dog, and any damage that occurs to their Dog, unless it is the direct result of negligence by the Walker.

The Walker does not employ independent contractors and is fully insured and bonded with Pet Sitters Associates LLC.

EXTREME WEATHER

Hikes may be canceled in the event of wildfire smoke or extreme heat. The Owner will not be charged for these cancellations.

CLEANING PROCEDURE

The Walker will do their best to clean the Dog before dropping them off. The Walker is limited to towels, a minimal amount of fresh water and some light cleaning sprays. The Walker is not required to fully groom the Dog except in cases of bio-hazard contamination.

FOXTAIL DISCLOSURE

The Owner acknowledges that the Walker may take the Dog to parks that contain foxtail grass (*Hordeum jubatum*). The Walker will do their best to remove all foxtail grass from the Dog upon drop-off, but cannot guarantee total extraction of all vegetation. The Owner is advised to always double check their Dog's toes, feet, ears and nose.

MEDICAL HISTORY

The Owner acknowledges that their Dog is in good health and that they are up to date on their rabies vaccine. They also acknowledge that their Dog is physically able to participate.

EMERGENCY AUTHORIZATION

The Owner authorizes Trailing Tails LLC to spend up to \$15,000 to preform life saving medical intervention on the Dog in the event of an emergency in which it is deemed necessary by a vet, and the Owner cannot be reached.

EXTRA FEES

No Show Fee: A no show occurs when the Dog is not available to be picked up by the Walker when they arrive, the walk will be canceled and charged in full.

Lockout Fee: A lockout occurs when the Walker is unable to drop off the Dog because they cannot access the Owner's home during the agreed upon drop off period. A fee of 50% the price of the walk will be incurred in the event of a lockout.

Late Cancellations: If a scheduled or added walk is canceled with less than 24 hours notice, a charge of 50% the price of that walk will be applied to the Owner's next invoice.

Late Payment: The Owner will pay the balance due stated on their monthly invoices no later than one week after they have received it, or incur a penalty of 5% of the total invoice amount per week, after the first two weeks, until the invoice is paid in full.

PAYMENT POLICY

Payment methods accepted are: Zelle / Apple Pay: (415) 828-3716 or Google Pay: trailingtails@gmail.com

REQUIRED READING

The Owner acknowledges they have read and understood all of the content at: trailingtails.com