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Policies

Will there be anyone else with you when you enter my home?

There will NEVER be anyone other than me entering your home without your expressed permission.

Where do you store my keys?

Your keys are tagged ONLY with the name of your pet, never your address. You have the option to allow me to retain your keys. This is helpful if you think you will need unexpected services. Your keys are kept in a secure lock box when not in use. If you choose not to have your keys retained, picking up and returning keys requires extra cost for drive time and mileage. To pick up and return keys after the first service is \$5 each direction.

How will I know you've been to my house and I've had service?

I will leave you a daily summary of your dog's activities at each visit.

Can I go on a test walk with you?

Absolutely! This is a great opportunity for you to point out your style of training, if there is anything your dog does you'd like me to know about. It's also a great opportunity for you to see my style is too!

Will my dog ever be unleashed or left without supervision?

No. All reputable insurance company policies for dog walking services make it clear that dogs off lead are not covered.

Am I charged extra for more than one dog?

No additional charge is incurred for a home visit for more than one dog. If more than 2 dogs are walked or run, there is an additional fee of \$5 per dog.

Will you train my dog?

I am able to help train your dog to sit, down, off, down-stay, come, leave it, look, wait, walk on a leash without pulling and running on a leash without pulling. While I have over 15 years of experience working with untrained dogs, I am NOT a professional trainer. If you require a professional trainer, I am more than happy to help you find one.

Do you walk in packs?

No. The amount of dogs walked are limited to a maximum of 4 dogs. For a dog to be walked in a group, it must be vaccinated and evaluated to ensure all dogs in the group get along. This is always your choice! (see customer registration forms)

Do you require dogs to be vaccinated?

Yes, you are required to list the dates of the most current vaccines your dog has received. For your dog be walked in a group you must provide proof your dog has had the Bordatella vaccine.

If my dog doesn't get along with other dogs, will it still be walked in a group?

No. Your dog will be walked multiple times before it's determined if he can get along in a group setting. If your dog doesn't get along with other dogs due to behavioral issues or special needs, your dog will be walked solo. This is always your choice! (see customer registration forms)

Will you walk my dog in any weather?

Dogs can be walked in all kinds of weather, but it's usually up to the dog!

Extreme Rain: The walking time might shorten for the time I'm outside with your dog, but will give him as much time as he will allow for a potty break.

Extreme Snow: If road conditions are unsafe, you will be notified if I am unable to keep your appointment.

Ice: If road conditions are unsafe, you will be notified if I am unable to keep your appointment. If the roads are clear, I will service your dog(s). Please note, paws are extremely sensitive and if they get cut, healing can be slow.

Heat: We all know St Louis summers! Days of 100 degrees w/80% humidity are too much for dogs and some are extremely sensitive to heat. Their bodies are telling them something and my job is to honor that. Dogs sweat thru their tongues and the pads of their feet. On very hot days, I assess how much your dog is able to handle.

If your appointment is shortened due to weather, your bill will be modified to match the service that was provided (i.e.: If your dog will not/can't walk in the rain or snow or I can't get them past the end of your driveway, you will only be charged \$15 for a home visit).

In the event of inclement weather, you are always welcome to cancel service.

Do you provide services on holidays?

Yes! Please book as far in advance as possible for any holiday listed. There is a \$10 holiday service fee on New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

Will you provide cat care while taking care of my dog?

If scheduled for service to care for your dog I'm happy to help with your cat. Charges are made in 15 minutes increments, at \$7/per 15 minutes beyond your already scheduled dog service.

Are you able to come at a specific time for service?

I will do my best to accommodate a specified time, but I cannot guarantee it. There are circumstances out of my control such as weather, traffic, or emergencies with dogs that are scheduled prior to your service. Also, if I have 2 walks in the same neighborhood and another walk 10 miles away, I'll be doing the dogs in the same neighborhood back to back, rather than crisscrossing the county. I plan my day to have the least mileage as possible.

Are you insured?

Yes!

Will you take care of my sick dog?

Yes, regardless of what your dog is sick with, I will provide service. However, if your dog has a contagious infection of any kind, such as bordetella, I charge an additional \$10 service fee. Some infections are highly contagious and can be transmitted from my hands, shoes, clothes, etc. This fee covers the time it will take to ensure I'm free of contaminants as to not infect my next dog.

How do I schedule a change in service?

Please call or text me within 24 hours of your scheduled service at 314.303.2201

How can I update the information on my Customer Information Forms?

If the change is regarding security (garage codes, entry/exit codes) this can only be done by phone or in person. If you are a current client, there is no additional charge for time or mileage. Other changes can be emailed to scootyourpoochstl@gmail.com

When is payment expected?

Payment is expected at the time of service. You are welcome to leave a check or cash. If you have a PayPal account, you can send your payment to paypal.me/amytheusch.

[Sign up for PayPal here.](#)

If you have ongoing services, you will be billed every 30 days.

Why do you charge for Meet & Greet?

I understand not every dog walking business charges for Meet & Greet. But like many professions, my time is how I earn a living. I'm not a doctor or an attorney and don't charge \$300/hr, but I do have a minimal one-time fee for the first visit.

Why is house sitting not a set price?

A 12 yr old dog that sleeps all day aside from eating and going out is less responsibility compared to a young adult who digs monster trenches and eats your furniture if he's not closely supervised. The fee is based on the kind of care and supervision your dog(s) require.

Do you charge for cancellation fees?

Yes, I charge a \$10 cancellation fee if it's less than 24 hrs prior to scheduled service. If you have a mid day walk scheduled and forgot the appointment for the groomer and text me at 10 a.m., I may have just told someone else I can't provide them with service and leaves me with lost revenue.