

WELCOME TO THE PACK!

Thank you for your interest in Winnie's Wanders LLC, Kennebunk's hiking service!

I would like to thank you in advance for choosing Winnie's Wanders LLC to satisfy your dog's needs. I look forward to caring for your dog and enjoying the great outdoors together. If you have any questions or concerns, please feel free to contact me directly.

Chalanda M.

Owner

207-205-4727

WinniesWandersLLC@gmail.com

Winnie's Wanders LLC Policies and Procedures

All policies & procedures have been established in order to provide the most excellent customer & dog care available. I appreciate your trust in my expertise and my years of experience. These Policies & Procedures have been put in place solely to benefit you, the clients, & your dog(s).

1. Paperwork: It is the responsibility of the client to provide ALL information needed for their dog(s) via the Winnie's Wanders LLC Service Agreement. It is the sole responsibility of the client to keep the information up to date and accurate at all times. ***Service Agreement completion is REQUIRED.***

2. Scheduling Services: To request services please submit a request via PetPocketbook or text 207-205-4727. All requests must be submitted through PetPocketbook or in writing via text. All requests must be made the night before a hike. All boarding requests must be made at least two weeks in advance of the desired stay. Same day requests will be charged a \$10 fee. Services are NOT booked until you receive confirmation via email or text. *Once services are booked as requested all payment & cancellation policies apply.*

3. Client Communication: Clients may contact Winnie's Wanders LLC via PetPocketbook, by texting or calling 207-205-4727 between regular business hours, or by emailing WinniesWandersLLC@gmail.com. All questions, issues, and schedule changes of any kind must be communicated directly. Regular hours are Monday through Friday from 8 am to 6 pm. During this time Winnie's Wanders LLC processes request, emails, and answers and returns any phone calls. Outside of this time communications are monitored for Major Emergencies only. Weekend communication hours are 11 am to 2 pm.

4. Hike Length and Arrival Times: Hike length may vary, longer or shorter, from the scheduled amount of time depending on weather conditions of that day. Hikes start when your dog(s) and their pack arrive at the chosen trail, approximately 11 AM, and concludes an hour from the start time. Arrival for pick up will vary within the scheduled pick-up time window. More specific pick-up times will be honored when possible but are never guaranteed.

5. Boarding Fees: Boarding fees are per day regardless of pick up or drop off time.

6. Cancellations: To submit a cancellation please log on to PetPocketbook and cancel your desired appointment, text 207-205-4727, or email WinniesWandersLLC@gmail.com and leave a specific message to submit your cancellation. Winnie's Wanders LLC maintains a 12 hour add/drop period for Hikes and Dog Days. First time cancellation will be accepted on good faith, after which a cancellation fee will be applied. Same day cancellation fee is full price of service requested. Full price for no call/no show.

7. Pet Items for Boarding: Please provide food and clear feeding instructions for your dog(s), as well as secure collar(s) with appropriate identification tags. Winnie's Wanders LLC will provide all bedding, toys, bowls, and treats. Please **DO NOT** bring personal items as it may cause resource guarding issues. Winnie's Wanders LLC will not accept dog beds, toys, or raw hide chews.

8. Lost Items: Winnie's Wanders LLC is not responsible for any lost or damaged items.

9. Pet Guest Restrictions: Winnie's Wanders LLC does not accept dog(s) that are aggressive, destructive, escape artists or diggers, dog(s) that are sick or heavily medicated, dog(s) with extreme separation anxiety or other mental health issues, or "above and beyond" excessive barkers or howlers. Please arrange alternative pet care options in this case, such as in-home pet sitters, your Veterinarian, or a friend or family member. *Winnie's Wanders LLC reserves the right to terminate a dog(s) stay if they exhibit any of the above behaviors.*

10. Destructive Pets: The client agrees to pay for all damages caused by their dog(s) while in Winnie's Wanders LLC's care. This includes injury to other pets or people, destruction of dog beds, bowls, furniture, fencing, or other supplies and materials.

11. Medications: Any required medications must arrive in their original containers with the appropriate instructions regarding dosage and times of administration. Medication mixed with food will not be accepted. Depending on the complexity of medication administration an additional fee may apply.

12. Unforeseen Vet Emergencies: It is the client's responsibility to provide all needed emergency and veterinary information for your dog(s). In the event Winnie's Wanders LLC is unable to contact the client, in an emergency, Winnie's Wanders LLC will use its best judgement to seek medical attention for the dog(s). One veterinary trip totaling no more than 1 hour of time may be included with service at no extra cost if needed. Additional time will be billed at the cost of \$35 per hour. *See attached Medical & Senior Release.*

13. Keys: Winnie's Wanders LLC will obtain a copy of your house key at your discretion. Please have your key ready before or the day of your dog's first hike or boarding appointment. Your keys will be added to a client specific set. Addresses and client names are never written on the provided key in order to preserve client privacy. A secondary method of entry via hidden key, garage code, or key in possession of a neighbor is also acceptable. Winnie's Wanders LLC can return keys via the USPS for \$18. Alternatively, we can destroy & discard keys free of charge.

14. Payment: Winnie's Wanders LLC accepts payment via PetPocketbook, Cash, or Venmo. ALL payment is due PRIOR to the start of services. Services WILL NOT be provided if payment is not received prior to the start of services. There is a strict NO REFUND policy. If services are cancelled after payment has been made your account will credit towards future services.

15. Inclement Weather: Winnie's Wanders LLC uses the best judgment in caring for your dog(s). If Winnie's Wanders LLC judges temperatures to be either too hot or too cold to safely hike during regular hours, the day's schedule may change and will be communicated via phone or email.

16. Snow and Ice Removal: All snow and Ice removal is the responsibility of the client. Please be sure to remove all snow & ice from your driveway, walkways, and home entrances/exits. **NO refunds or credits** will be given if unable to reach your home due to snow or ice. You will be notified. The client is responsible for any injury that may occur to Winnie's Wanders LLC owner due to improper snow and ice removal. The client is responsible for any injury that may occur to their pet(s), any house soiling, or damage that may occur due to improper snow & ice removal.

17. Pet Guardianship: In the unfortunate event you become incapacitated while your dog(s) are in my care, please name the person(s) who should be contacted to become the guardian and take over the care of your dog(s) until care can be provided as arranged in other legal documents prepared by you. We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing the guardian(s) of your pet(s).

18. Health/Vaccinations/Immunizations: Winnie's Wanders LLC will not provide service for any dog that has any form of active contagious illness. Winnie's Wanders LLC requires that all dogs have the necessary vaccinations and immunizations required by law before service begins. Proof of up-to-date Rabies, Distemper, and Bordetella vaccination is required to walk dog(s) off of client's property. I also recommend Lyme vaccinations. All dogs should be current on some form of topical flea and tick preventative.

19. Injury: It is the client's responsibility to disclose all previous bite, aggression, and health history of their pets. It is also the client's responsibility to disclose ALL possible safety hazards in and around their home. If the owner of Winnie's Wanders LLC is bitten or exposed to any disease or ailment received from the client's dog(s) the client will be responsible for all costs and damages that may be incurred as a result. If the owner of Winnie's Wanders LLC is injured or exposed to any disease or ailment received from hazardous conditions in the client's home or property, the client will be responsible for all cost and damages that may be incurred as a result. It is the client's responsibility to provide a safe and hazard free environment for pet caregivers as well as their dogs.

20. Unforeseen Vet Emergencies: It is the client's responsibility to provide all needed emergency and veterinary information for your dog(s). In the event Winnie's Wanders LLC is unable to contact the client, in an emergency, Winnie's Wanders LLC will use its best judgement to seek medical attention for the dog(s). One veterinary trip totaling no more than 1 hour of our time may be included with service at no extra cost if needed. Additional time will be billed at the cost of \$35 per hour.

21. Collars/Leashes: Please provide secure collars with appropriate identification tags. Winnie's Wanders LLC will not use client leashes unless otherwise stated. Walk time is at the discretion of Winnie's Wanders LLC, your dog's behavior, appropriate leash manners, and the weather conditions.

22. Yards: NO dogs will be left by Winnie's Wanders LLC unsupervised in an invisible fence or tied in the yard. If friends or neighbors visit your dog and leave your dog in an invisible fence or tied in your yard, Winnie's Wanders LLC is NOT responsible for any injury, loss, or death of your dog that may occur.

23. Other Animal Interactions: Winnie's Wanders LLC will do its best to keep interactions with stray or strange animals or humans to a minimum. However, the client is and will remain responsible for the actions of their dog(s) at all times and hereby agree to indemnify and hold harmless Winnie's Wanders LLC of any and all claims of injury, expense, costs, or damages caused by the actions of my dog(s) while under Winnie's Wanders LLC's care.

24. Pet Accidents: Winnie's Wanders LLC will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. Winnie's Wanders LLC is not responsible for carpet/flooring stains created by your pet(s). Winnie's Wanders LLC requests that plastic bags, towels, cleaning products, paper towels, and trash bags be available in case of an accident. If there are accidents above and beyond the normal amount anticipated, there will be a reasonable fee for cleanup time.

25. Thermostats: Please leave your thermostat settings within a normal comfortable range. 55 – 75 degrees for cats and dogs is appropriate. If the house temperature is outside of this range, Winnie's Wanders LLC will adjust the thermostat to ensure the health and comfort of your pet(s). Please make sure all air conditioning and heating units are in good working order.

26. Other Scheduled Services: Winnie's Wanders LLC is not responsible for other persons in your home prior to, during, or immediately after services have been rendered and who are not employees of Winnie's Wanders LLC. This includes cleaning services, maintenance personnel, friends, family and neighbors. It is understood that the client will notify anyone with access to the home that the services of Winnie's Wanders LLC have been engaged. Unexpected guest will be denied access to the home unless otherwise mentioned by the client. Winnie's Wanders LLC cannot be held responsible for the loss, injury, or death of your pets OR for any damage to your home or theft that occurs if anyone other than Winnie's Wanders LLC is entering your home or property.

27. Photos or Videos: Photos and videos of your dog(s) may be used by Winnie's Wanders LLC for advertising purposes on our website, social media, emails, or printed advertisement.

28. Privacy Policy: All of your information will be kept private and confidential. Winnie's Wanders LLC highly respects our clients entrusting us with the care of their home and pets. Information will not be shared unless requested in writing by the client or by subpoena of law enforcement agencies.

29. Rates: Winnie's Wanders LLC reserves the right to change our service rates at any time.

30. Damage to Client Property: Winnie's Wanders LLC is NOT responsible for any damage done to client's property by the pets. If Winnie's Wanders LLC causes damages in your home, please report it to WinniesWandersLLC@gmail.com immediately. An invoice, receipt, or estimate for repairs is to be provided within 30 days of the incident. Claims over \$500 will be processed by our insurance company.

31. Abandoned Pet(s): In the event a dog is abandoned by the client in Winnie's Wanders LLC's care the dog will be held for a period of 30 days. After the dog(s) holding period, said dog will become property of Winnie's Wanders LLC's owner, Chalanda Mendez. Winnie's Wanders LLC will then do its best to make the best decisions on behalf of the dog(s). Dog(s) may be surrendered to the Kennebunk Animal Control or rehomed to a fitting situation. The client agrees to pay any related fees for the above process, the dog(s) extended stay, as well as any related costs for the care of said dog(s).

32. Observed Holidays: Winnie's Wanders LLC observes the holidays listed below. This means there will be no hikes on the dates provided. *These dates do not apply to boarding.*

- January 1st – New Year's Day
- February – President's Day
- May – Memorial Day
- July 4th – Independence Day
- September – Labor Day
- November – Thanksgiving
- December 24th & 25th – Christmas

**COMPLETE LIST OF SERVICES CAN BE FOUND AT
www.WINNIESWANDERSLLC.com**

In the event your pup gets bath-worthy dirty, Winnie's Wanders LLC offers post hike bathing. Please clarify if you would like to be contacted about your dog's bathing needs or Winnie's Wanders LLC will use its best judgment. The grooming fee is due the day of your dog's bath. ***Winnie's Wanders LLC will not groom any dog that exhibits ANY aggressive behavior while attempting to do so.***

Winnie's Wanders LLC

Client Information

Owner Name:	Owner Name:	
Cell Phone:	Cell Phone:	
E-Mail:	E-Mail:	
Address:		
Dog Name:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Spayed/Neutered: <input type="checkbox"/> Y <input type="checkbox"/> N
Breed:	D.O.B./Age:	Weight:
Microchipped: <input type="checkbox"/> Y <input type="checkbox"/> N	Dog License Number:	
Medical Notes:		
How did you hear about Winnie's Wanders LLC?		

In Case of Emergency *(please list contacts other than yourself)*

Emergency Contact:	Phone:
Emergency Contact:	Phone:
Veterinarian:	Phone:

Feeding instructions *(for boarding purposes)*

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Behavioral Management

Has your dog ever or do they currently:

☐ Bark Reactively? (At men? Strangers? Children? Dogs? Doorbells? Etc.)

☐ Guard? (Food? Toys? People? Etc.)

☐ Have a history of aggression? (Toward people? Other dogs? Cyclists? Etc.)

☐ Get carsick?

☐ Try to “door dash” from home or car?

☐ Play keep-away when it’s time to go back on-leash at walk’s end?

☐ Run away?

☐ Experience anxiety? (In cars? Around new people? Around certain dogs? Etc.)

☐ Mark or have accidents in the home?

☐ Exhibit fears not mentioned?

☐ Been E-Collar Trained?

Please list any and all other behaviors I should be aware of:

Liability Waiver & Agreement to Policies and Procedures

1. Winnie's Wanders LLC will endeavor to offer only sound, safe, and responsible care for my dog(s). However, I am and will remain responsible for the actions of my dog(s) at all times and I hereby agree to indemnify and hold harmless Winnie's Wanders LLC of any and all claims of injury, expense, costs, or damages caused by the actions of my dog(s) while under Winnie's Wanders LLC's care. I understand the inherent risks in having my dog(s) cared for, including but not limited to interactions with other dogs, people, and exposure to outdoor environments. I understand that if Winnie's Wanders LLC deems my dog to be a threat to a person or other dog, it is my responsibility to pick them up or send someone else to do so within 8 hours of being notified. If in my home, Winnie's Wanders LLC will act with all due respect and caution in my absence and I hereby agree to indemnify and hold harmless Winnie's Wanders LLC of any and all claims of damages to my home. I recognize that Winnie's Wanders LLC is not responsible for any unintentional errors, omissions, or incorrect assertions. I understand that the recommendation of any other product or service is not a guarantee of my satisfaction with that product or service. In the event of a natural disaster or other emergency, Winnie's Wanders LLC will use its judgment to handle the situation to the best of its ability, while attempting ongoing communication with me. In the event that weather creates unsafe driving conditions on a Pack Hike Day, I understand that it is my responsibility to have a back-up plan for my dog. If Winnie's Wanders LLC judges temperatures to be either too hot or too cold to safely hike during regular hours, I understand that the day's schedule may change at Winnie's Wanders LLC's discretion, and will be communicated to me via phone or email. I give Winnie's Wanders LLC permission to use images of my dog for promotional purposes, including but not limited to posting pictures and/or videos on the Winnie's Wanders LLC website. I have reviewed and agree to all Winnie's Wanders LLC Service Rates. I understand that either party may terminate this contract at any time, for any reason, as long as provided services have been compensated and that compensated services have been provided or refunded.

Initial: _____

2. I authorize emergency medical care to be provided for my dog(s) by the above-named veterinarian, or an appropriate alternate to be determined by Winnie's Wanders LLC in the event that my regular veterinarian is not available or that closer care is required. I will reimburse Winnie's Wanders LLC for any charges related to emergency care.

I authorize Winnie's Wanders LLC to administer or seek 1st aid and resuscitative care for my dog(s) as determined appropriate by Winnie's Wanders LLC and I agree to indemnify and hold harmless Winnie's Wanders LLC for all and any results thereof.

Initial: _____

I DO NOT authorize Winnie's Wanders LLC to administer or seek 1st aid and resuscitative care for my dog(s) as determined appropriate by Winnie's Wanders LLC and I agree to indemnify and hold harmless Winnie's Wanders LLC for all and any results thereof.

Initial: _____

3. Client is responsible for providing Winnie's Wanders LLC with a garage code or set of keys if Winnie's Wanders LLC will be picking up or dropping off in the client's home.

Initial: _____

4. Payment Policy: Payment is due the first day service is provided for the week. Cash, card, or Venmo (@WoofAtMe) accepted. Please make checks out to Chalanda Mendez. Invoices available upon request.

Initial: _____

5. Cancellation Policy: Winnie's Wanders LLC maintains a 12 hour add/drop period. First time cancellation will be accepted on good faith, after which a cancellation fee will be applied. Same day cancellation is full price of service requested. Full price for no call/no show.

Initial: _____

This contract is validated by the signature below. The signature serves as an agreement to the policies provided above and gives approval for future services without additional written authorization.

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Dog Owner

Date

MEDICAL SENIOR RELEASE

Your dog(s) is/are very important to Winnie's Wanders LLC and, because their welfare is our top priority, I want to assure you that every effort will be made to make their stay as safe and comfortable as possible.

However, when dogs are boarded, especially older pets or pets with compromised immune systems, their bodies are subjected to unforeseen stresses because their normal routine is disrupted when they are removed from their home environment. This stress has the potential to cause many latent physical conditions (i.e. heart, liver and kidney disorders) to become active and potentially life-threatening.

The client understands that illness, injury, and/or contagious infections may still occur in this environment, ("Kennel Cough," Dog Flue, etc.), even with proper vaccinations, and agrees to hold harmless Winnie's Wanders LLC.

Any and all related medical expenses will be paid by the client, including all Veterinary fees, administration of medication prescribed by Veterinarian or requested by client, staff time and travel, additional care, monitoring, and medication dispensing, while in our care.

Although every effort will be made to contact you first, in the best interest of your pet, we request your permission to obtain medical care should a situation arise that we feel warrants immediate veterinary assistance. Should we be unable to speak with you personally, please initial below what measures you would like us to take on your behalf for any and all of your pets in our care at any given time:

_____ Make every effort possible to save pet's life

_____ Make no heroic measures to save pet's life

_____ Maximum dollar amount to spend for veterinary care: \$ _____

_____ Treat my pet as needed BUT with these restrictions or exclusions: _____

I have read the above noted agreement and fully understand its terms and conditions. I agree not to hold Winnie's Wanders LLC responsible for any unforeseen or unexplained or age-related illness or death of my pets while in their care.

Owners Signature: _____ Date: _____

Owner (print): _____

Additional Dog Form

Dog's Name:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F
Spay/Neutered: <input type="checkbox"/> Y <input type="checkbox"/> N	Breed:
D.O.B./Age:	Weight:
Microchipped: <input type="checkbox"/> Y <input type="checkbox"/> N	Dog License Number:
Medical Notes:	
Feeding Instructions:	

Behavioral Notes:

Has your dog ever or do they currently:

☐ Bark Reactively? (At men? Strangers? Children? Dogs? Doorbells? Etc.)

☐ Guard? (Food? Toys? People? Etc.)

☐ Have a history of aggression? (Toward people? Other dogs? Cyclists? Etc.)

☐ Get carsick?

☐ Try to "door dash" from home or car?

☐ Play keep-away when it's time to go back on-leash at walk's end?

☐ Run away?

☐ Experience anxiety? (In cars? Around new people? Around certain dogs? Etc.)

☐ Mark or have accidents in the home?

☐ Exhibit fears not mentioned?

☐ Been E-Collar Trained?

Please list any and all other behaviors I should be aware of:

PLEASE INCLUDE PROOF OF FULL VACCINATION FOR YOUR PET(S) FROM YOUR VETERINARIAN