

251 6<sup>th</sup> Street SF, CA 94103  
www.sfpuppyprep.com  
info@sfpuppyprep.com  
415-618-0828

## DOG WALKING PARTICIPATION REQUIREMENTS & POLICIES

### Office Hours

Our office hours are **8-5 Monday through Friday**. We check our phone messages throughout the day and will make every effort to return your call or email, that day or the next, depending on the time of the message. If you leave a message after 5 pm on Friday, we will return your call on Monday.

### Dog Walking Schedule (approximations):

#### AM GROUP:

**Pick up:** 8:30-10am

**Beach romp:** 10-11:30am

**Drop off:** 11:30am-1:30pm

#### PM GROUP:

**Pick up:** 11:30-1:30pm

**Beach romp:** 1:30-3pm

**Drop off:** 3-4:30pm

The dogs **play for a full 1½ hours (90 minutes) at Fort Funston**

### Vaccination Requirements

- Your dog must be current on his/her yearly dhpp and Rabies vaccines. Please attach proof to the Waiver.
- **1 Bordatella Vaccine** (Kennel Cough) to be administered at least 5 days before your dog's first day.
- We require a **year-round flea and tick preventative** as well as recommend a **heartworm preventative**.

### Health Requirements

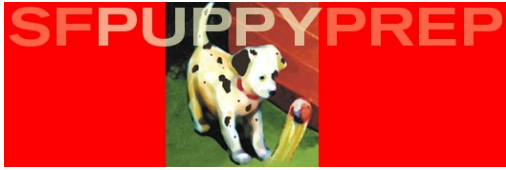
Before your dog's first day, your pup must show **no symptoms of possible sickness** (please refer to Wellness Checklist).

If a dog exhibits *any* symptom listed on our Wellness Checklist (discharge from the eyes or nose, sneezing, coughing, vomiting, or diarrhea), he will immediately be taken out to potty, and we will call to notify you that we can not take your dog out with the group until his symptoms go away.

Dogs are allowed back into the group only *after* they have either been cleared by a vet of any contagious infection or as long as they have been non-symptomatic for at least 48 hours.

### Spay/Neuter Requirements

By the time your dog turns 6 months of age, your dog must be spayed or



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neutered to continue in our dog walking group. If you are waiting to spay/neuter your dog until he is older than 6 months, for whatever reason, please let us know the intended spay/neuter date and we will try to accommodate your dog for as long as possible until he/she has been fixed (as long as he will be spayed/neutered before 8-10 months of age). We will continue to take your dog out to the beach, with the caveat that if your un-spayed or un-neutered dog starts to create problems with the pack or with other packs at the beach (i.e., excessive humping, roaming, lack of recall response, fights), we will have to remove him/her from our group until surgery has been completed.

#### **Payment and Dog Walking Packages**

**Payment** is due the first day of your dog's pick up. We accept cash, check, VISA and Mastercard.

We charge \$25/walk for dogs who are full-time (5 days/week). We charge \$27/walk for dogs who are part-time (2-4 days/week).

**Packages.** We recommend purchasing dog walks in quantities of 10 or 20 in advance of walks used.

**Attendance** is taken every day your dog attends Puppy Prep dog walks. We give you notice before your package ends. We will assume your dog is attending our beach group on an on-going basis unless otherwise notified.

#### **Scheduling, Cancellation and Refunds**

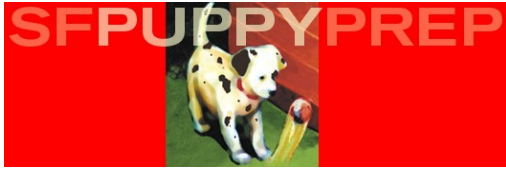
**Cancellations and re-scheduling require 24-hours' notice.** After that, the day is charged. Exceptions are made for sudden onset of sickness in dogs or unavoidable emergencies. If you give less than 24 hours' notice for scheduling changes, we will accommodate you if we can.

**We require a 2-day per week minimum attendance.** We ask that dogs on a variable schedule choose a consistent variable schedule, i.e., every Tues/Thurs or every Mon/Wed/Fri, etc.

**Refunds.** If you decide to pull your dog from the dog walk program for whatever reason, you will not be refunded for your pre-paid days. An apt analogy is a purchase of gym membership—if you decide not to use the gym, you don't get a refund for un-used days. SF Puppy Prep works the same way. If, however, we need to 'graduate' your dog early for behavioral/temperament issues, we will of course refund you the unused days on your package.

#### **Severe Weather**

We may have to cancel your dog's walk in the case of severe weather. If it's a normal rainfall, we will still go out on our beach romp. **But in the case of**



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**severe weather, for safety reasons, we may decide to cancel the walk for the day or, if possible, bring the dogs to our daycare space for indoor play.** If you prefer for your dog not to go outside during regular rainfall, please notify us.

**Age and Behavior Restrictions**

**Dogs are eligible for our dog walking group from 5-6 months of age onwards.** We reserve the right to refer you to another service if your dog's play style does not fit with the group, or if behavioral issues develop that prevent your dog from getting the most from the experience.

If your dog's behavior becomes problematic, we'll notify you of the issue and discuss how you can best work with your dog. If we determine it's not in your dog's best interest to remain in our program, don't worry! There are many other options. We have an extensive referral list of walkers and trainers, and will guide you to the most suitable choice.