

# Rover and Rover Pet Services

[www.RoverandRover.com](http://www.RoverandRover.com)  
416-910-7387

## Policies and Procedures

Thank you for choosing Rover and Rover Pet Services as your dog care service provider. The following is a list of our company procedures, rules, and rates.

### General Information

The core service hours are between 9:00 a.m. and 6:00 p.m.

Cancellations of all appointments are only accepted 24 hours in advance. If less notice is given, you will be billed at the full amount for the appointment.

All services are on a prepaid basis. There is a \$25 charge on all NSF cheques.

For your safety as well as ours we will not allow admittance to your home by anyone unless we have been specifically asked to do so by you, the client.

### Dog Walking and Doggy Outings

The duration of walks is calculated as follows: the timer starts when we get out of the car, once we have arrived at your home, until we get back into our car. If you live in a building, please keep in mind that some time will be spent waiting for the elevators. If you live on a busy street, we will use our own discretion and may start the timer while looking for parking.

If there is no free parking available to us at your residence or near it, you will be billed for the related expenses incurred by us while picking up your dog (i.e. parking tickets, meter parking, pay parking lot)

For the Doggy Outings, the approximate hours of pick up are between 9 and 11 am. The approximate hours of drop off are between 4 and 6 pm.

You have the option of having your dog walked off leash in a park setting. If you should choose to do so, you will be responsible in case a fine should be given by animal control. If you have requested to have your dog walked off leash we will do our best to accommodate your request, but do not promise to do it at all times. We will use our own discretion about whether or not to let the dog off leash depending on your dog's behavior and any other relevant factors.

Dogs will always be walked on leash in residential areas and on city streets.

For safety reasons, if your dog is not well behaved on leash, it might be walked using a head halter or other appropriate accessory.

Your dog should wear some form of valid ID on his collar, a valid rabies tag, and a city license tag if your dog is licensed.

Services to be performed over the weekend or holidays must be booked in advance. We observe all statutory holidays and do not perform services on these days unless specifically requested.

The rates for Dog Walking and Doggy Outings services are as follows:

Service (per dog / visit)	Weekday	Weekend	Holidays
Dog Walking (up to 1 hour)	\$17	\$22	\$27
Private Dog Walking (up to 1 hour)	\$27	\$35	\$40
Doggy Outings	\$27	\$35	\$40

A discount rate applies to clients who choose to use our services five times per week, Monday through Friday. The discounted rate does not apply during weekends or holidays. The discount rate for Dog Walking clients is \$16. The discount rate for Doggy Outing clients is \$25.

### Home Boarding

You must provide your dog's, collar, ID tags, food, and potentially a favorite toy or other familiar item if your dog might be nervous being away from home.

Your dog should be up to date with all vaccinations: DHLP-P (Distemper, ICH, Leptospirosis, Parainfluenza, Parvovirus) and Rabies. We strongly recommend that your dog also be vaccinated against Bordetella (aka kennel cough) at least 2 weeks prior to his stay with us. We will need to see some proof of your dog's inoculations.

Your dog must be on a current flea preventative during the summer months.

The daily boarding rate includes walks as well as free pick up and drop off within our service area. The Home Boarding pick up and drop off times are between 9am and 6pm.

The rates for our Home Boarding service are as follows:

Size of dog	Daily rate per dog
Small to Large dogs (eg. shih tzu, cocker spaniel, lab):	\$40
Extra Large dogs (great dane, bullmastiff):	\$45

Our boarding rates are applied like a hotel rate. A boarding day begins at the time of pick up, includes the night, and ends at noon the next day. If the stay extends past noon, that is counted as a consecutive day of boarding.