

Paws to Pavement Dog Walking Policies and Procedures

Cancellation Policy

Paws to Pavement requests notification 24 hours in advance for any cancellation of service. Cancellations requested with less than 24 hours notice will be charged for the full amount of service.

Payment Policy

Dog walking services run Monday through Sunday of each week. All payments for regular dog walking services are due on or before the Sunday that ends the service week. Pet sitting fees are earned upon acceptance of reservations. Payment for pet sitting services is due on or before the date of your first scheduled pet sitting visit. Paws to Pavement accepts payment in the form of Visa, Mastercard, and Discover.

Delinquent Accounts

If your account becomes two or more week's delinquent, your services will be put on hold until payment is made. We will make every effort to contact you before this happens.

Holidays

Paws to Pavement walks during regular business hours 365 days a year. A 50% surcharge will be added to any service that falls on the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve.

Office Hours/Walking Hours/Pet Sitting Hours

Our office is open Monday – Friday from 9AM – 5PM and Saturday & Sunday from 10AM – 2PM. Calls, texts, or e-mails received outside of normal business hours may not be returned until the next business day. Paws to Pavement performs dog walking and pet sitting services between the hours of 8AM – 8PM, 7 days a week.

Updating the Office

All services inquiries, changes in existing service, and schedule cancellations must go through the office or to your area manager. You will be provided with your manager's contact information at the initial meet and greet. If you are unable to reach your manager, you can reach the office by phone at 619-870-0108 or e-mail at pawstopavementsd@gmail.com. The Paws to Pavement office will notify your walker of any updates.

Walker Changes & Substitutions

From time to time the need may arise to change your regular dog walker. In that instance, you will be given notice of the walker change and the option to do a meet and greet with your new walker before they begin walking your dogs. In the event your regular walker is not available to walk your dog(s), we will provide a substitute. We will inform you ahead of time if there will be a substitute that you are not familiar with except in extreme last minute circumstances. Pet sitting services scheduled during holidays will not be guaranteed the same sitter for each visit.

Walk Window Requirement

We request a two hour walk window for any scheduled service. Ex: Monday - Friday between 10AM-12PM.