

# **Urban Uplander Guidelines and Policies**



Urban Uplander Pet Care, LLC

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## IN-HOME DAILY SERVICES

### Drop-in Visit

15 Minutes - \$15

Covers up to 2 pets (\$8 per additional pet)

### Basic Visit

30 Minutes - \$20

Covers up to 3 pets\* (\$8 per additional pet)

\*2 dog maximum

## VACATION CARE SERVICES

### 2-a-Day Packages

2 Visits (AM and PM)

Covers up 3 pets\* (\$8 per additional)

\*2 dogs maximum

### 3-a-Day Packages

3 Visits (AM, Midday, PM)

Covers up 3 pets\* (\$8 per additional pet)

\*2 dogs maximum

Visits will include feedings, walks, and let-out time. Time slots are spaced out to ensure pets get plenty of fresh air, playtime, and socialization. These packages include bringing in mail, watering plants, administering medication, taking out the trash, bringing in packages, and changing the lighting arrangements.

## SOCIALIZATION DAYS /BOARDING SERVICES

### Socialization Days

9am-5pm - \$40/Day (\$20 per additional dog)

Socialization day services includes pick up (8:00am-10:00am) and drop-off (5:00pm-7:00pm). Dogs will have scheduled supervised playtime, potty time, naptime, walks, and freshwater. All dogs will receive enrichment and positive reinforcement behavior training on socialization, proper play, and other basic cues. Daily updates will include pictures and behavioral reports via e-mail! Our focus is on letting our training clients socialize with other dogs with other social skills and creating behaviorally better dogs over overstimulated dogs.

### Boarding

Overnight Care - \$60/Night (\$20 per additional dog)

Boarding service includes pick up (8:00am-10:00am) and drop-off (5:00pm-7:00pm). Boardings dogs should be accompanied with food for each night plus two days (for emergency), leash, walking device (harness, gentle leader, halters), current medications, dietary restricted treats, and flat collar with current tags (No martingale, no prong, no choke collars). We provide treats, beds, fresh linens, food bowls, water dishes, kongs, and toys for dogs. If you choose to send any of these items, you will be sent at your risk, as other dogs may use or damage these items. Dogs will be fed on a breakfast/dinner eating schedule unless requested otherwise. Dogs will have scheduled supervised playtime, potty time, naptime, and walks during their stay. We will provide routine updates on how your dog is doing during their stay through a daily e-mail update!

### Specialty Services

Urban Uplander has limited availability for specialty services such as training, grooming, dog taxi, nail clipping, and other services. Please ask if you have any requests regarding specialized services, contact us at 317-676-6986.

## URBAN UPLANDER GENERAL GUIDELINES AND POLICIES

1. **Times of Services:** Our daily schedule for services is as follows

- 7:00 am-9:00 am AM/Breakfast In-Home Visits
- 8:00 am-10:00 am Socialization/Boarding Pickup
- 10:00 am-2:00 pm Midday/Lunch In-Home Visits
- 5:00 pm-7:00 pm Socialization/Boarding Drop-Off
- 6:00 pm-9:00 pm PM/Dinner In-Home Visits

2. **Requesting Services:** For all service requests, please text 317-676-6986. Do not email, call, social media messages (Facebook, Instagram, etc.) or use the new client inquiry on the website. To ensure that our requests are in one place, we prefer to be texted to the business line. We will do our best to reply as soon as possible, but please allow 24 hours to respond to care requests.

Receiving an invoice is the official confirmation of services. If you received an invoice, you are on the schedule to received services.

3. **Required Paperwork:** All clients must have an up-to-date client information form filled out to receive services. These forms are the primary forms that we refer to when caring for your pets, so please fill them out as in-depth as possible. You can click these links at any time to update your information.

- In Home Services: <https://msgsndr.com/widget/form/wa8N94HGLlvq0F9Ld0C>
- Boarding/Socialization Services: <https://msgsndr.com/widget/form/7hJb7vpbJcZwx69emZGr>

4. **Updates:** Daily updates for services will be conducted twice a day. After midday visits (end at 2:00 pm), a text update will be sent out to notify clients with services that day that services have been completed. Between 3:00 pm-6:00 pm, an email update with photos from all services that day. Please follow us on Instagram (@UrbanUplanderPetCareLLC) and Facebook (Urban Uplander Pet Care) for more photos if you want additional updates. You can click our logo on these sites to view our daily story, which is all the photos in the last 24 hours.

Urban Uplander sends out a monthly company update through email. These updates will include important information regarding critical upcoming important dates and events, updates regarding policies and company changes, and general information we feel essential to clients.

Please check your spam folder if you are not receiving emails. If you have further issues, please let us know.

5. **Communication:** Urban Uplander services over 50-70 clients every week. We can't conduct direct updates and messages for every client for efficiency's sake. Our updates will be through email unless news regarding your pet's health or any other emergency.

Urban Uplander uses a communication app called Pepper, which is tied directly to our business phone number. All employees have access to client communication and do their best to reply to messages as soon as possible. Since the messages are through a 3rd party app, we check text messages repetitively

throughout the day. For non-emergency communication, please text us. **If your message has not been replied to and you are looking for immediate communication or are in an emergency, please call us directly.**

Although we do find ourselves working late into the evening, **we ask that you communicate with us during regular business hours, between 9:00 am-7:00 pm.**

6. **Holiday Pricing:** Due to high demand for particular holidays, Urban Uplander Pet Care will have a \$10 charge per service on a major holiday. These days include New Year's Eve, New Year's Day, Easter Sunday, Mother's Day, Father's Day, Race Day (Indianapolis 500), Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. We recommend booking Major Holidays at least seven days in advance due to high demand. **We typically recommend getting all holiday care requests in as early as possible, as these days tend to book weeks in advance.** Payment before starting services will secure your services for major holidays.

7. **Service Zone:** Urban Uplander Pet Care will do its best to accommodate all its clients. With such high demand for services, we charge \$10 per service for any services outside our service zone. **Our service zone covers Broad Ripple and the surrounding areas, such as Meridian Hills, Butler-Tarkington, and more.** We go as far North as 86th and Keystone, as far East as 46th and Shadeland, as far South as 46th street and Meridian, and as far West as 38th and Michigan. Addresses will be looked up before the commencement of services, and clients will be notified of any service zone fees before receiving any services. **Keeping our clients within a particular zone allows us to commit to quality care for each pet on our schedule.**

8. **Early Returns/Last Minute Changes:** Understand that Urban Uplander Pet Care carefully schedules our time to service you and our other clients. Therefore, there are no refunds for early returns or last-minute changes to pet care. Urban Uplander Pet Care will provide "credit" towards a future service in case of a last-minute change. **Once pet care begins, payment is due for the original dates scheduled.**

9. **Payment:** Urban Uplander Pet Care accepts cash, checks, or credit card and bank payments using our online invoicing system (Wave). **Payment is due at the time of or before the first visit. Please make all checks payable to Urban Uplander Pet Care.**

10. **Late Payments:** **Payments are considered late if not received at the start date of services.** Although Urban Uplander expects payment before services start, we will start services as scheduled and contact you to arrange payment in case of error. If payment is not present, a payment arrangement needs to be made within 72 hours. If an arrangement is not made and payment is not received in three days, the late charge will increase to 25% of services received.

11. **Right to refuse/discontinue services:** Urban Uplander Pet Care, LLC puts animals first. If we notice signs of abuse or neglect, we will reach out to the pet owner to discuss the situation, but we will not be able to continue services. **Other reasons we will use our right to terminate or discontinue services for a client:**

- Repetitive disregard to our guidelines and policies
- Pets display behavioral issues or aggression
- Repetitive late payments

- Disrespect or abuse of any nature towards Urban Uplander employees
- Or any other reasonable circumstance to Urban Uplander's discretion

## URBAN UPLANDER IN HOME GUIDELINES AND POLICIES

1. **Visit Times:** Urban Uplander Pet Care cares for multiple pets throughout the day, so our services have been broken into time blocks. **For in-home care, AM Visits are from 7:00am-9:00am, Midday Visits from 10:00AM-2:00pm, and PM Visits from 6:00pm-9:00pm.** Depending on how many services fall into each time block day-to-day, times may be adjusted within reason. **We do not guarantee any specific pet's care at any given specific time to get to everyone within a timely manner.** In case of inclement weather, times could potentially be delayed further depending on driving conditions and the severity of the weather.

2. **House Cleanliness:** Urban Uplander Pet Care will clean up any mess your pets create during our services. Please inform us of the designated area for the appropriate cleaning supplies. Our primary focus is the well-being of your pets, so we are not concerned about the state of your household, as long as your pets can exist within the household safely and comfortably.

3. **Additional Pet Care Assistance and Other Scheduled Services:** Please inform Urban Uplander Pet Care of anyone who may have access to your home while you are away. This includes cleaning services, repairpersons, friends, family, and neighbors. Be advised that if other persons are entering and leaving your home, Urban Uplander Pet Care cannot be held liable for any damages or problems that may arise as a result. Urban Uplander Pet Care does not accept liability for other persons who will be in your home during pet care and health services. **Urban Uplander Pet Care does not work in conjunction with other pet care companies. We guarantee the care we provide our clients, but only when we are solely responsible for the provided care.**

4. **Household Emergencies:** Please leave the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to leaking pipes, malfunctioning water heaters, and heating and air units. Urban Uplander Pet Care will attempt to reach the client first before reaching out to any listed 3rd parties in an emergency.

5. **Pet Emergencies:** If your pet(s) become ill or there is an emergency while under the care of Urban Uplander Pet Care, and medical care is needed in the best judgment of our pet care professionals, **the Client authorizes Urban Uplander Pet Care to take the clients pet(s) to an Emergency Clinic For Animals. We will contact you immediately in any situation, and we will do our best to go to your specified pet care provided, dependent on the circumstance. In true emergencies, we will proceed to the nearest open emergency clinic.** The Client authorizes Urban Uplander Pet Care to any emergency treatment recommended by the said veterinarian when the cost of treatment is within limits authorized by the Client. The Client further agrees to promptly reimburse Urban Uplander Pet Care for any medical treatment or emergency care expenses.

6. **Access to Home/Key Retention:** Urban Uplander Pet Care requires permission to access your home for services required in your home. **Urban Uplander Pet Care requires an appropriate form of entry as the client prefers. Urban Uplander Pet Care highly recommends NOT leaving a key on the premises of where services are received.** Urban Uplander Pet Care will NOT leave a key on the premises, or anywhere it services animals to protect the client and the animals. A key return may result in a service charge. If the client does not make accommodations at the time of services and Urban Uplander Pet Care cannot enter the client's home due to failure in prior arrangements on the clients' end, the client will be responsible for payments for any services invoiced. Urban Uplander stores keys in a key safe that only employees can access. These keys are marked with a discrete number code specific to Urban Uplander.

## URBAN UPLANDER SOCIALIZATION/BOARDING GUIDELINES AND POLICIES

1. **Transportation/Pickup/Drop Off:** Urban Uplander Pet Care provides transportation of boarding and socialization days pets. **Urban Uplander owner and operator Melinda Benbow provides this transportation service. If she is out of town or unable to provide pickup and drop-off, other arrangements will be made with the affected clients as early as possible.** The pet sitter on staff will coordinate with clients the best time for pick up and drop off that will work for all parties involved. **Pickup times are between 8:00 am-10:00 am, and drop-off times are between 5:00 pm-7:00 pm. Boarding dogs will also receive dinner when dropped off, unless specified otherwise.** The order in which we pick up dogs is dependent on the proximity of each dog on the pickup list. **We will not pick up any dogs at specified times to ensure that we can promptly get to every client.** Providing transportation for these services is standard, and no price will be deducted if a client has to conduct their pickup and drop-off. **We provide pickup and drop-off as a courtesy to our clients and as a way for us to stick to our strict pet care schedule.**

2. **Home Access:** **Urban Uplander Pet Care requires permission to access your home for boarding and socialization days services. To conduct our pickup and drop-off during the specified times, we need to get to your pet if you are not home during scheduled pickup and drop-off times. Urban Uplander Pet Care requires an appropriate entry form as the client prefers.** This includes but is not limited to a copy of the house key, a door code, or a garage door code. Urban Uplander Pet Care highly recommends NOT leaving a key on the premises where the pickup is supposed to occur. Urban Uplander Pet Care will NOT leave a key on the premises, or anywhere it services animals to protect the client and the animals. A key return may result in a service charge. If the client does not make accommodations at the time of services and Urban Uplander Pet Care cannot enter the client's home due to failure in prior arrangements on the client's end, the client will be responsible for payments for any services invoiced. Urban Uplander stores keys in a key safe that only employees can access. These keys are marked with a discrete number code specific to Urban Uplander.

3. **Health and Vaccination Policy:** Urban Uplander Pet Care requires all boarding and socialization pets to be updated on vaccinations before receiving services. Urban Uplander Pet Care requires Bordetella, Rabies, Leptospirosis, Distemper, and Canine Parvovirus vaccinations. Urban Uplander Pet Care also requires a clear fecal exam for all pets in the last six months. **Urban Uplander Pet Care will refuse**



**services for any pet without vaccinations and a clear fecal exam before receiving services for safety reasons.** Under the rare circumstance that your veterinarian recommends against vaccination, we require to speak to a vet directly to confirm their recommendation not to administer particular vaccination and why before services start.

If a pet becomes ill or has an irregular stool, they will be separated from the rest of the dogs, and we will contact you directly about the symptoms and situations. For socialization days, dogs may be sent home and not return until a veterinarian provides a clean bill of health. Boarding dogs may be quarantined or provided in-home care, depending on the severity of their symptoms. We will seek vet care after consulting with the client in extreme situations. **Symptoms of illness that we will contact you about include, but are not limited to:**

- Irregular stool
- Repeated vomiting, gagging, sneezing or coughing
- Refusal to eat for over 24 hours
- Excessive thirst or urination
- Red or swollen gums
- Difficulty urinating
- Runny eyes or nose
- Itchy, flaking skin
- General lethargy, tiredness – just looking unwell
- Cuts, lacerations, or abrasions

**If your dog is experiencing any of these symptoms before pickup, please let us know immediately.** This is for the safety of your dog, our dogs, and our clients' dogs.

4. **Emergency Policy:** If the pet(s) become ill while under the care of Urban Uplander Pet Care, and medical care is needed in the best judgment of our pet care professionals, Urban Uplander will contact the client in case of any veterinarian care that may be required for their pet. We will do our best to seek medical care through your listed veterinarian in these situations. Still, depending on the nature of the situation, we may require going to the closest open Emergency Clinic of Animals. The client further agrees to promptly reimburse Urban Uplander Pet Care for any medical treatment or emergency care expenses.

5. **Notice for Services:** Due to high demand and limited capacity, Urban Uplander Pet Care recommends a minimum of 7-day notice before any reservation for boarding. This ensures that we have the correct accommodations for any guests during the duration that your pet will be staying with us. **We do accept reservations without a 7-day notice, but due to the capacity limits and demand, the chances of securing a spot with short notice are severely reduced. The open spots for socialization days are minimal and typically booked months in advance.**

6. **Supplies Fee:** The client agrees to pay Urban Uplander Pet Care \$16.00 for trips to purchase necessary pet supplies, food, or handling emergencies.

## REQUIREMENTS FOR SOCIALIZATION/BOARDING

- Before services start, we need a consultation to assess every dog's social skills and temperament.
- The vaccinations we require are Bordetella (Kennel Cough Prevention), Distemper and Parvo (DHPP/DAPP/DA2PP), and Rabies.
- Your dog does not have to be spayed or neutered since dogs are under constant supervision, but females in heat must stay home during their cycle.
- Your dog must be on an active Flea and Heartworm Control program.
- Dogs must be over 12 weeks old for group play.
- Dogs must wear a flat collar and ID tag with current contact information.
- If you need to cancel a reservation, please contact us immediately.

## WHAT TO PROVIDE FOR BOARDING SERVICES

- Food for each night plus two days. The extra food just in case you need to elongate your stay.
- Leash and walking device. These include harnesses, gentle leader, halters; No martingale, no prong, no choke collars. We do not use aversive training tools, so if you do use choke/prong collars, we will loan your dog an Easy-Walk during their stay)
- Flat collar with current tags. We do not allow dogs to play with their collars on, but while they are outside and on walks, they will wear their tag in case of emergency.
- Treats. Urban uplander keeps healthy, nutritious treats with a simple ingredient list to prevent any allergies or digestive issues in clients. If your dog has severe allergies and is prescribed medicated treats, be sure to send those with your dog. Please refrain from sending bones, rawhides, or milk bones. These items tend to present hazards with dogs, along with digestive issues.
- Current Medications. This can be prescribed or supplemental. Please update the pepper app [Client Information Form](#) with correct instructions for medications.

## URBAN UPLANDER CONTACTS AND RESOURCES

Urban Uplander Phone Number: 317-676-6986

Urban Uplander E-mail: [mailto: Urbanuplanderllc@gmail.com](mailto:Urbanuplanderllc@gmail.com)

Urban Uplander Pet Care Website: <https://www.urbanuplanderllc.com/>

Urban Uplander Pet Care Instagram: <https://www.instagram.com/urban.uplander/>

Urban Uplander Pet Care Facebook: <https://m.facebook.com/urbanuplander/>

Urban Uplander Pet Care Google: <https://g.page/Urban-Uplander-Pet-care-llc?share>

Urban Uplander Podcast Website: <https://www.urbanuplanderllc.com/podcast-and-blog>

Urban Uplander Podcast Spotify: <https://open.spotify.com/show/2O8xLEd63lu3ZAuVdUDzUk>

Urban Uplander Podcast YouTube: <https://www.youtube.com/channel/UCILyTGN0bPBD-b8IfEnA1yQ>

Urban Uplander Podcast Facebook: <https://www.facebook.com/urbanuplanderpodcast>

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