



# All About Dogs of Northeast Ohio, LLC

Setting the Standard for Exceptional Pet Care Services!

## "All About" our Taxi & In Home Service

Phone (440)708-1364 • 17078 Munn Rd. Chagrin Falls, OH 44023 • [www.allaboutdogsllc.com](http://www.allaboutdogsllc.com)



### RESERVATIONS

- 🐾 All clients must complete our customer portal registration and sign our agreement form before we are able to schedule your first taxi or potty break service. This is accessible through the client portal section on our website [www.allaboutdogsllc.com](http://www.allaboutdogsllc.com).
- 🐾 A consultation is required for all in home services. There is no charge for the consultation. To schedule a consultation, please call our store.
- 🐾 Our taxi and in-home services operate in a 10 mile radius from our facility.
- 🐾 All in-home services are extended to family pets residing within the household. An up charge may apply for multiple animals.

### HOURS

- 🐾 Our taxi service is available Monday - Friday from 7:00am - 6:00pm, and weekends by appointment only.
- 🐾 Our in-home services are available everyday including holidays by appointment only.

### RATES

- 🐾 \$1.50 per mile, minimum \$8.50 fee for taxi's to and from our facility.
- 🐾 \$5.50 upcharge added to all weekend and holiday taxis.
- 🐾 \$20.00 fee for 15-minute potty breaks provided by our taxi services Monday - Friday.
- 🐾 \$82.00 overnight fee. Overnight hours are from 7:00pm - 7:00am.
- 🐾 **There is an upcharge for all in home services provided on major holidays.** (*New Years Day, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, Christmas*).
- 🐾 A fuel surcharge is added to all taxi and in-home care services. For travel 6 miles and less the fuel surcharge is \$2.50. For travel over 6 miles the fuel surcharge is \$5.00.

### POLICIES

- 🐾 All animals must be in good health and have not shown aggression towards people or other animals.
- 🐾 All taxi and in home services are to be scheduled in advance. We reserve the right to deny any request.
- 🐾 A credit card must be kept on file or a store credit must be purchase before we can schedule any taxi or in-home services. Payment is due once the service has been completed.
- 🐾 We reserve the right to cancel a taxi or in-home service at any time.

### ADDITIONAL RULES

- 🐾 **Cancellation Policy:** If you need to cancel a reservation for a taxi or in-home service, please let us know at least 24 hours before your scheduled reservation. Failure to cancel a reservation for a taxi or in-home service will be charged the price of the services scheduled.
- 🐾 **Method of payment:** We accept all major credit cards, check, or cash. Payment can be made through the client portal section of our website.
- 🐾 **Returned check fee:** There is a \$15.50 fee for all returned checks.