

TBM FAQs, 2012

1. Is The Barking Meter a licensed business?

The Barking Meter began in September 2007. In 2008, we became a licensed business in New York City. In 2011, we incorporated as *The Barking Meter, Inc.*

2. Is TBM insured and bonded?

The Barking Meter, Inc. is insured and bonded through Pet Sitters Associates, LLC.

3. Who will walk my dog?

Each neighborhood has a primary dog walker, known as the Neighborhood Manager, who the client will meet at the start of the business relationship. The Neighborhood Manager oversees all walkers in their designated area. A dog will have a minimum of two regular walkers – a primary and a secondary walker – based on the frequency and time frame of the walk.

4. Will my dog be walked solo or with other dogs?

At *The Barking Meter, Inc.*, we believe in the pack mentality. Dogs are pack animals and thrive in such an environment. Solo walks may be provided on a case-by-case basis (additional fees may apply). Please speak with your Neighborhood Manager for more details.

5. Does TBM offer late night and weekend walks?

Yes, at a rate of time and a half.

6. What are the rates?

Rates vary based on the time frame requested and neighborhood. Standard rates apply Monday-Friday, 9AM-6PM; time and a half for late nights and weekends. Contact TBM for details.

7. If I have a last minute request, will TBM be able to help?

If TBM is able to accommodate, last minute requests will result in a \$5.00 surcharge of the walk price. A last minute request is defined as any request submitted after 6PM the day before the requested walk or on the day of the walk.

8. Will I be charged when I change the time of a walk?

Clients submit their dog's weekly walk schedule every Sunday. If a different walk time is requested after 6PM the day before the requested walk or on the day of the scheduled walk, there will be a \$5.00 surcharge (note #7). If we are unable to alter the schedule, the dog will be walked at the original time scheduled. If the client cancels the walk, there may be a fee (see #9).

9. Will I be charged when I cancel a walk?

There will be no penalty for canceling a walk if submitted by 6PM the day before the scheduled walk. All cancellations submitted after 6PM or on the day of the walk will result in a full charge of the requested walk time.

10. What happens when a TBM employee shows up and my dog has made a mistake in the house?

Unless TBM is tardy, we are not responsible for a dog's mess in the house. If we think your dog is sick, we will contact you immediately. However, if it is a matter of a dog making a mistake, we step aside and allow the owner to address the issue with their dog. The exception is when we are working with puppies during their house breaking stage.

11. Will TBM watch my dog when I go out of town?

Absolutely! We refer to this as *CampTBM*: a place where your dog will play at a home of one of our staff members. At *CampTBM*, your dog will spend time with other TBM dogs, receive a minimum of four relief breaks per day, and be crate free (unless advised by owner to crate dog or when boarding a puppy). This is not a kennel. Dogs may sleep on the couch, lounge on the cool floor, and curl up in a dog bed. At *CampTBM*, all dogs are treated like one of our own.

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12. What is the cost for CampTBM?

Boarding costs \$82.50 per night. This includes pick-up and drop-off during the time frame set by the dog owner and TBM, a minimum of four relief breaks per day, all meals, and the freedom for the dog to be out of a crate/kennel. A boarding period spans 24-hours (see #13 for details). For an additional dog from the same household, \$30.00 per night will be added to the boarding rate.

There is a \$40.00 holiday fee on the following nights: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. Any nights prior to or after these specific holidays are provided at the regular rate.

13. What are the additional fees during CampTBM?

For an added hour up to six hours beyond any given 24-hour time period, an additional fee of \$5.00/hour is charged. After six hours, a half-day rate of \$45.00 is charged.

Additionally, a \$50.00 fee per five days of boarding will be added for all dogs requiring a wee pad and/or a dog that is not house broken.

14. Will I receive updates about my dog when they stay at CampTBM?

It is never easy to be away from our best friend. At *CampTBM*, we will happily send pictures and updates throughout the boarding stay, as well as post on Twitter (@teamTBM) and Facebook (www.facebook.com/teamtbm). For a daily update, the request must be submitted prior to travel.

15. Is TBM open on holidays?

TBM is open 365 days a year. Holiday hours vary and are provided based on request. TBM does offer boarding during the holidays. Additional charges are applied on certain holidays.

16. Will TBM pick-up or order dog items for me?

Yes. TBM is happy to pick up any doggy supplies you may need, whether it's food, treats, potty bags, toys, or a new raincoat for that impending storm. Feel free to place the order with your favorite store, or leave it up to our discretion. We will pick up the item(s) before or during your pup's next scheduled walk.

17. Will TBM set up grooming appointments?

TBM works closely with *Downtown Doghouse* in Chelsea (168 Ninth Avenue/20-21 Street). However, we can book an appointment at the grooming facility of your choice as well as provide drop-off and pick-up for the appointment (standard rates apply).

18. Will TBM take my dog to the vet?

Please contact your Neighborhood Manager to discuss this service.

19. How do I pay TBM?

Invoices are provided once a month. The invoice will be provided at the end the month, payment due on the 1st. Acceptable methods of payment: cash or check; checks payable to *The Barking Meter, Inc.* TBM will provide an envelope for payments.

Clients may request to pay more frequently or mail check. Speak with your Neighborhood Manager for details.

20. Is there a penalty for late payments?

For every seven days after the 1st of the month that the payment has not been provided, a \$15.00 late fee will be added to the next month's invoice.

21. If I have a concern or complaint, who may I contact?

Please contact your Neighborhood Manager. If a client has a direct issue with the Neighborhood Manager, please contact TBM Owner, Kara Kleindienst, at kk@thebarkingmeter.com. A dog's happiness and their owner's satisfaction are of utmost importance to TBM and we will do all we can to resolve any issue that may arise.

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22. Will my dog be on the TBM website?

At the six-month mark of your dog strutting their walking skills with TBM, we reward the pooch by slapping their mug on our site. The owner may provide a picture of choice otherwise TBM will use one of the many snap shots taken of the little rascal while on TBM walks.

23. I want my pup to join Team TBM. What next?

Contact TBM today! We would be happy to get your pup on the streets and meeting new k9 buddies. Submit an email to info@thebarkingmeter.com or call us at 646-265-2665.