



Our Policies

Requests & Reservations

New clients

- We prefer that you visit [Contact Us](#) and fill out a new client request form or send us an email at carla@animalsfirstla.com.
- We look forward to meeting you & your pet(s) during the initial visit, as well as discussing your weekly, monthly or daily needs, and all relevant care information for your pet(s). The initial consult is typically about 30-45 minutes, takes place in your own home, and is required for first time clients at no cost to you.
- All first time clients must complete and return the following: new client information sheet, emergency authorization form, AF LA Policies (signature required), and Dog Walking & Pet Sitting Reservation form (signature required).

Existing clients

- Please call, text or email us directly to make requests. For pet sitting & overnight/extended stay reservations, we recommend sending us your request at least 1 month in advance.
- If there have been any health or behavioral changes with your pet since we last visited, please let us know before we arrive to care for your pet. If necessary, we can come for a short consult to review any new issues (medical or behavioral), go over any changes in routine or training, review medications, etc.

Contact Information

Contact us directly! Give us a call at (818) 858-0586 or send us an email at carla@animalsfirstla.com or animalsfirst.la@gmail.com. Our general hours of service are Monday-Friday 7am-8pm; Saturday & Sunday 8a-8p. For reservations, please email us anytime, or if you require immediate assistance, please give us a call or send a text for a quick reply.

Our general service area includes: Glendale, Burbank, La Crescenta, La Canada, Eaglerock, Silverlake, Echo Park, Highland Park, Montecito Heights, South Pasadena, North Hollywood, Studio City, Los Feliz, DTLA, East Hollywood, Hollywood and more. Rates may change based on your 'hood.

Payment

We accept payments via cash, check, PayPal or Venmo (@CarlaRRobinson). If paying by check, payment needs to be made out to: *Carla Rohde Robinson*.

Pet Sitting Services -- A deposit amounting to 50% of total must be made prior to services being rendered. This should be paid in advance, 2 weeks after the day the reservation is made. The remaining 50% is due the day after the reservation is completed.

- If paying in full, please pay in advance of the start of the reservation. If agreed upon in advance, you can leave us a check/cash for pick up the first day we begin services.
- The signed reservation form & medical release form can be filled out and left for us to pick up on the first day services begin.

Dog Walking Services -- Payment can be rendered after services are performed for recurring dog walking clients, typically on Friday of each week unless other arrangements are made.

- For all other clients, payment is due the same day services are performed. Payment can be left for us to pick up when we go to walk your pup, or we can send you a Venmo request at the end of the visit!

Holiday Reservations

If you know you need care for your fur babies over the holidays, let us know as soon as possible! We typically get completely booked 2-3 months in advance for major holidays.

- A deposit will be required within 2 weeks of making your holiday reservation but you'll be able to breathe easier knowing your pets are taken care of during your trip.
- There will be a surcharge of \$5 added onto your service on the following Holidays: **New Year's Eve, New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve & Christmas Day.**

Cancellations

We understand that life throws you unexpected surprises sometimes, and we do our best to be flexible whenever possible. Please understand that we often have a busy schedule and multiple animal care givers, so we must require advance notice for cancellations.

- **Dog walking services** -- all cancellations must be made **24 hours in advance**. We prefer you either text or call us to cancel to ensure we are aware of the change.
 - You will be charged the full rate for services if notification is given within less than 24 hours of the day services are scheduled.
- **Pet sitting & extended care services** -- all cancellations must be made **5 days prior** to the first date of the reservation/expected services in order to receive a full refund on partial or full payments.
 - You will be charged half the deposit amount (25% of total) if notification is given within less than 24 hours of the day services are scheduled, i.e. "the day of."

Pet Sitting Services

These are services that include: extended overnight stay services, drop-in visits for cats, medical administration visits, and more. We prefer to stay overnight in your home if you have: dogs, senior or special medical needs or other high-risk animals. For cats, we recommend at least 1-2 overnight stays if you are away for more than 10 days, and you have younger, more active and/or affectionate kitties.

Dog visits

Each time we visit or stay with your pup, we will send you a text update with pictures of your pet family. We will check around the house for any pet messes or signs of destructive behavior, refill water bowls, administer food or medication if appropriate, play with toys and give tons of love. Typically, we will send a morning, midday, evening, and bedtime update to you if staying overnight with your pets while you are away. We promise to always treat them like family.

Cat visits

Each time we visit your cat(s), we will send you a text update with pictures of your pet family. We will check around the house for any pet messes or signs of destructive behavior, refill water bowls, scoop litter boxes and give you "potty updates," administer food or medication if appropriate, play with toys and hopefully give tons of love. Typical cat visits are no less than 30 minutes in length, but extended visits up to 1.5 hours or overnight stays are also available.

Arriving home -- We ask that you text or call us to when you get home after your trip away! We know that sometimes plans change, flights get delayed, weather happens, and you can't always make it home on time. If your plans do change last minute on the final day, please call or text us immediately to see if we can accommodate extending your pet's care services until you arrive home.

Dog Walking Services

Our dog walks get your pup(s) outside in your own neighborhood for an agreed upon amount of time, typically between 30 minutes to one hour. Each visit includes: a walk, playtime inside/outside, administration of necessary medications, a treat, fresh water, text with photo update.

Your dog's safety -- For safety and security reasons, all dogs are required to have on a collar/tags and be walked on-leash. We also encourage all of our clients to microchip their pets!!

- It is the owner's responsibility to inspect the dog's leash and harness/collar for any signs of damage that might cause a failure in the equipment during a visit, which could lead to a dog getting loose during a walk. This includes but is not limited to: tears in the leash, broken snaps or buckles on harness/collar/leash, improperly fitting collar/harness, etc.

Keys, Lockbox or keypad Codes

- Ideally, house keys will be obtained during our initial consult or before the first visit with your pet(s).
- We do encourage clients who plan to use our services regularly to make copies of house keys for us to keep on file for future use. This helps limit the back & forth for us to get or return keys repeatedly.
- Keys are kept on file and in a secure location. There is no identifiable information kept with your keys. If requested, keys will be returned to client within 7 days of the last date of service.

Safety Request for All Clients

- We ask that you disclose during our initial consultation, or at any time thereafter, if your dog has ever shown aggression towards another person or another dog.
- We **require** that you disclose during the initial consultation, or at any time thereafter, if your dog has ever bitten another person or dog.

Unsecured Pets

- *Animals First LA* is not responsible for the loss, injury, illness, or death of any pets that have free-roaming access to the outdoors.
- For the safety of your pet(s), it is recommended that they be confined in the house or a fenced yard for the duration of the pet sitting job/dog walking job.
- It is the responsibility of the pet owner to inspect gates, fences, latches, etc. to be sure they are in proper working order and there are no outlets for pets to escape.
- All pets should have a collar around their neck with a visible identification tag attached.

Third Party Services

- It is requested that you notify *Animals First LA* of any and all third-party services, such as housekeepers, maintenance services (pool, lawn, plumbing, etc.), that are scheduled to be present in your absence. All pets must be able to be secured safely inside the home during these times. If possible, we ask that you cancel all third party services in your absence, especially if we are pet/house sitting while you are away.
- Client must also notify the third party that/if *Animals First LA* will be in the home during the specified time that the third party is to be there.