

302 Pet Services 2025 Contract and Policies



Communication | Once established as a client, please communicate with Lindsay Green, owner of 302 Pets in the following ways:

Phone 302-420-9039

Email 302Pets@gmail.com

Requesting Care | For any new requests or service needs, please book directly with Owner of 302 Pets, Lindsay Green, to schedule your service appropriately and for final confirmations.

Address of 302 Pets | Arrival and Departure instructions |

115 Florence Avenue, Wilmington, Delaware, 19803

Arrival and Departure instructions |

Clients must call or text Lindsay at 302-420-9039 when they arrive. Most likely, Lindsay will come out to meet you before entering 302 Pets.

No knocking on door

No ringing doorbell

Leashes are needed during pick up and drop off-no exceptions.

Unplanned day care, boarding or meet and greets are not permitted.

Requirements for Doggy Daycare and/or Boarding |

1. Be 1 year or older and housebroken. If under 1 year, must get approved by Lindsay Green.
2. Be current and provide proof on all vaccinations (Rabies, DHPP, Bordetella) and flea/tick preventative. Recommended is Canine Influenza.
3. Be in good health for the last 30 days prior to check-in. The dog must not have been exposed to rabies or distemper within the past 30 days as well. The dog must be free of fleas, ticks, worms, or other parasites. Any pre-existing medical conditions or personality or behavior concerns must be disclosed.
4. Must be spayed or neutered, unless approved by Lindsay Green

Rates and Holiday Rates

Meet and Greet Rate | The meet and greet is required prior to establishing care with 302 Pets and no charge is required. This gives you an opportunity to meet Lindsay and for Lindsay to meet you and your pets. This is time to go over any questions, policies or fees etc.

Walk Rate | 302 Pets charges \$25.00 per walk (max of 3 dogs during walk).

Drop-In Visit Rate | 302 Pets charges \$20.00 per visit. Outside of the North Wilmington DE radius, 302 Pets reserves the right to increase their rate.

Transportation/Taxi Rate | the minimum rate is 10.00 for transportation/taxi. Based on miles needed 302 Pets reserves the right to increase rates as needed for wear and tear on vehicle, time and gasoline.

Last- Minute Booking Rate | While 302 Pets strives to accommodate you and your pets to the best of our abilities, these last-minute requests cause rearrangements of multiple schedules to fulfill your needs. If we can accommodate this last-minute request a \$5.00 added fee is required.

Boarding Rate | The current (2025) starting rate for 1 small/medium dog is 60.00 Per Night. The current starting rate for a large dog (Over 50 Pounds) is 65.00 per night. Each added dog will be 15.00 per night. Example: if you have 2 dogs boarding the cost per night would be 75.00-80.00 per night.

Holiday Boarding | While 302 Pets loves caring for your pets, rates are higher on holidays, on days when we are leaving our own family get-togethers or missing travel plans to care for your pets. Thanks for understanding!

\$10.00 more per day small/medium dog

\$15.00 more per day large dog

Labor Day

Memorial Day

Independence Day

Easter Day

Thanksgiving Day

Christmas Eve, Christmas Day

New Years Eve, New Years Day

Payment Options

Cash, Check, Venmo, PayPal or Apple pay

Tips always welcome but never required.

Boarding Payment and late fees

Final boarding payment is due on the day of pick up. Past due payment will incur late fees. For each day that a payment is late, a \$10.00 late fee will be added to your invoice until the total payment is received.

Pet service cancellation policies

Lindsay shows up for a scheduled walk and a walk is no longer needed or pet(s) are not on premises. (Payment is 100% still due)

Less than a 12-hour notice of cancellation for walks and drop in visits results in paying 50% of fee.

Boarding cancellation policies

Reservation cancelled more than 14 days prior to stay (no cancellation fee)

Reservation cancelled within 7 - 13 days prior to stay (5% of charge that would have been due is owed)

Reservation cancelled with less than 7 days' notice (10% of charge that would have been due is owed)

302 Pets does understand that life happens, and something may come up last minute. We'll do our best to be flexible and accommodating.

Inclement Weather Policy, Dog Walks

From rain to snow to extreme temperatures, your pet's safety is the priority.

If your dog needs any specific gear, such as raincoats, parkas, sweaters, etc, please leave them out for 302 Pets.

If you know there is a chance of rain or snow, please leave out a towel so we can make sure your dog is dry and comfortable after their walk.

Walks will be canceled whenever schools are closed due to severe weather.

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Walks will be canceled if a State of Emergency is declared.

The policy is to err on the side of caution when it comes to extreme weather. In the case of weather advisories, any changes to schedules will be communicated asap.

Disclaimers

Acceptance of Risk: Doggy Day care and boarding at 302 Pets, LLC, is a cage-free environment (unless requested by owner). Multiple dogs interact and play together using their mouths, paws, and bodies. This may result in scratches, nips, bites, and sore muscles, therefore, you acknowledge and agree that your dog may meet and be allowed to interact and play with other dogs and that Lindsay will inform you of any injuries, if detected. You acknowledge that animals are unpredictable and that there is a possibility of injury to your dog or to another dog or to Lindsay Green from either dog day care or boarding. Therefore, you waive and release 302 Pets from all claims, actions, damages or liability for injury, sickness or illness suffered by your dog while in our care or otherwise relating to the care, control, Boarding and Dog Day Care. As a consideration of the services provided by 302 Pets, you will indemnify, defend, and hold us harmless from and against any and all losses, liabilities, damages, fines, penalties, and expenses (including attorney fees and veterinary costs) arising from or resulting from any breach of the conditions in this Agreement, or related to any and all acts of behavior of your dog, which may include injury to your dog or another dog at 302 Pets.

I have reviewed this document for accuracy and understand and agree to abide by the contents of this form.

Signature

Date