

# Hound Calls Pet Services

*Providing time saving solution for busy pet owners...*



**806.252.7199**

## Pet Waste Removal Service FAQ'S and Policies

### Are there any contracts to sign?

No, we come as long as you would like our service.

### Is it possible to get one time only service?

You bet, we offer one time only service, short term service and we will make every effort to be available for those emergency poo clean ups.

### Do you service commercial properties?

Yes, we service commercial properties in the Lubbock and Wolfforth communities. Please contact us at 806-252-7199 for a free estimate.

### How do I pay for Hound Calls service?

Statements are sent out on the 20th day of the month for all services to be performed for the following month. Payment is due in full by the 5th day of the month in which services will be performed. Payments not received by the 5th day of the month are subject to a \$10.00 late charge. If payment is not received by the due date, service will be suspended until payment is received in full. If service is suspended or otherwise discontinued for more than 2 consecutive service dates there may be an additional initial clean up fee of \$20 dollars per half hour with a \$20 minimum.

Cash and checks are accepted or you may pay with credit/debit card via our web site [www.houndcalls.com](http://www.houndcalls.com) using Pay Pal. If paying by check please make check payable to Hound Calls Pet Services.

***Initials and One Time Only services are to be paid at the time services are rendered.***

### What if I want to skip a day?

You will not be charged if you call (806)252-7199 in enough time that we can skip your yard that day. We are also able to put a hold on your service if you will be out of town etc.

### Is there an additional fee for the Initial visit?

Initial and One Time Only visits area charged \$20.00 per half hour of service with a \$20.00 minimum.

### Should I leave my gate unlocked?

Yes, if we are unable to access your yard we are unable to do our job. Please remember to let us in! If your gate is locked or the dog will not allow us entry when we come to service your yard, it may be necessary to charge for the service call that we were unable to complete.

### Can Hound Calls work with my dog in the yard?

Yes, we love dogs. We like to take the time to meet our clients both humans and dogs on our initial visit, this allows the dog to feel at ease with us and begin to accept us in their yard .However, if your dog tends to be protective we ask that you put them up for the safety of our employees. Please be aware that we will not enter your yard if we feel at risk in any way but, will instead reschedule for a time when you can be there to manage your dog.

**Tall Grass, Debris and Fall Leaves:** It is the responsibility of the customer to have tall grass mowed, debris removed and leaves picked up if you would like us to locate all the waste, otherwise we pick up what we can find until conditions improve and we can once again thoroughly remove all waste.

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### What about inclement weather?

We can often work through those famous West Texas dust storms, however, heavy rain, thunderstorms, tornadoes and snow may stop us. *If we miss a day because of weather, we will resume service as soon as possible. Credits for bad weather days are not given because there will typically be twice as much accumulation of waste to clean up when service resumes.*

### Do you work on Holidays?

We do not work the following Holidays or Sun. (*with the exception of Pet Sitting / Puppy Potty Breaks* ) so that we may spend time with our families.

- Thanksgiving
- Christmas Eve/Christmas Day
- New Years Eve/New Years Day
- Memorial Day
- July 4th

### Do you offer gift certificates?

Yes, please call us at (806)-252-7199 or e-mail us, we are happy to assist you with a gift certificate. Gift certificates are great for birthdays, house warming, Christmas, expectant parents, or as a silent auction item.

### How does your referral program work?

Receive (1) one week of service for every customer you refer that signs up for service! (One time only service does not count towards a sign up)

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- *Commercial / Residential Pet Waste Removal*
  - *Premium In Home Pet Sitting*
- *Pet Waste Station / Sales, Installation and Maintenance*



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