

# Doody Dudes — Policies

Effective date: August 25, 2025

## Cancellation & Rescheduling

- Free reschedule/cancel: Up to 5:00 pm the day before your visit.
- Same-day changes or misses: If we arrive and can't service (locked gate, loose/aggressive dog, no access), the full service rate is charged.
- Vacations/pauses: Give 24-hour notice. Pauses over 30 days may require a one-time restart clean-up.

## Weather & Holidays

- We work in most weather. For lightning, severe storms, or unsafe conditions, we'll delay or reschedule at no charge.
- Snow/leaf cover: We remove all visible waste. If waste is hidden by snow/leaves/long grass, we'll get it on the next visit—no credits for hidden waste.
- Holidays: Service may shift to the next available day; we'll notify you by text/email.

## Access & Safety

- Please ensure unlocked gates and secured pets during your time window.
- Aggressive/loose dogs: We won't enter; the visit is billed at the full rate.
- We re-latch gates on exit. Report any latch issues so we can secure them properly.
- Mark hazards (e.g., invisible fences, sprinklers, low wires, large holes). We aren't responsible for unmarked/hidden hazards.

## What's Included

- Routine visits remove visible dog waste from lawn areas only (unless you add on beds, rock, or wooded areas).
- Initial/one-time clean-ups: If there's more than ~2 weeks of accumulation, an initial clean-up fee applies (quoted before service).
- Disposal: Default is bag & place in your trash bin. Optional haul-away available (add-on fee).
- Sanitation: Tools are sanitized between yards.

## Billing & Payment

- Autopay after each visit or monthly billing (your choice).
- Invoices are due on receipt; 7+ days late may pause service. A \$10 late fee may apply.
- Prices may change with notice (email/text).

## Satisfaction Guarantee

- If we miss something, tell us within 24 hours and we'll return to re-scoop for free.

## **Pets & Health**

- We focus on dog waste only (ask about add-ons for other animals).
- While we sanitize tools, we can't guarantee prevention of environmental pathogens (e.g., parvo/giardia).

## **Liability**

- Doody Dudes carries general liability insurance. We're not liable for pets escaping due to faulty gates/fences or for pre-existing yard damage.

## **Acceptance**

- By booking service, you acknowledge and accept these policies.