



Jenny Stevens, Owner

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Seventh Heaven Dog Walking & Pet Sitting Service Rates

Service: Please be sure to note the Extended Service Area Fees which will be added to the standard service rates.	Rate
Initial Consultation Fees	
Initial Consultation Fee for Dog Walking or Pet Sitting Services (Up to 45 min consultation)	\$20.00
Initial Consultation Fee for Dog Training Services (Up to 1 ½ hour consultation)	\$100.00
Convenience and Holiday Fees	
Convenience Fee (Requests made with less than 24-hour notice. May be waived by the Pet Care Specialist.)	\$10.00
After Hours/Early Morning Fee (From 9PM-6AM)	\$15.00
Holiday Surcharge (One charge per day)	\$25.00
Basic Dog Walking Services: These rates are for Basic Dog Walking Services.	
20 Minute Dog Walk (Minimum time)	\$23.00
30 Minute Dog Walk	\$25.00
45 Minute Dog Walk	\$28.00
1 Hour Dog Walk	\$32.00
1 hour ½ Dog Walk	\$38.00
Specialized Dog Walking: These rates are for specialized Fear Free Behavior Management and Off-Site Walking Services. A \$25 charge will be added for transportation if needed for the walk and the client will have to complete a Transportation Waiver of Responsibility. For more information see a detailed description in the policies section.	
20 Minute Dog Walk	\$28.00
30 Minute Dog Walk	\$32.00
45 Minute Dog Walk	\$36.00
1 Hour Dog Walk	\$40.00
1 hour 30 Min Dog Walk	\$49.00
2 Hour Dog Walk	\$57.00
Dog/ Mixed Pet Sitting: This service includes dog sitting and mixed pet households. You are charged for the block of time and then \$3 for each additional pet.	
20 Minute Pet Sit	\$23.00
30 Minute Pet Sit	\$25.00
45 Minute Pet Sit	\$28.00
1 Hour Pet Sit	\$32.00
1 Hour ½ Pet Sit	\$38.00

4 Hour Pet Sit	\$68.00
8 Hour Pet Sit	\$128.00
Overnight Pet Sit	\$75.00
15 Minute Pet Visit (Only available for late night let outs. If after 9:00 PM, there is an additional Late Night Fee.)	\$19.00
Cat Sitting and Small Animals: Cat Sitting visits include refreshing food & water, once daily litter box scooping, playtime or check for signs of life. Small animal services include feeding and refreshing water, changing or spot cleaning substrate and doing a health check. Both services include checking the mail & bringing in packages and cleaning up any cat related messes in the home.	
20 Minute Cat Sit (Minimum time)	\$21.00
30 Minute Cat Sit	\$23.00
45 Minute Cat Sit	\$26.00
1 Hour Cat Sit	\$30.00
Birds: This service is performed by staff who have been trained in or have experience with Birds. Additional pet fees are charged at \$3 per enclosure, but in some instances, we can work out a fixed rate.	
Bird Sitting 20 minutes (Minimum)	\$27.50
Bird Sitting 30 Minutes	\$31.25
Bird Sitting 45 Minutes	\$33.75
Bird Sitting 1 Hour	\$35.25
Medication and Vet Visits:	
Medication Administration	\$3.00
Subcutaneous Injection	\$7.00
Vet Visit (Up to one hour)	\$25.00
Vet Visit Every Additional 10 Minutes	\$10.00
Transportation, Supply Pick-up & Key Services: For transportation services, clients must sign a Transportation Waiver of Responsibility	
Pet Pickup/ Drop-Off	\$25.00
Supply/ Medication Pickup (Misc. fee for actual purchase added on invoice.)	\$20.00
Key Pickup/Drop Off/ Duplication Fee	\$10.00
House Sitting/ Plant Watering	
20 Minute House Sitting/ Plant Watering	\$18.00
30 Minute House Sitting/ Plant Watering	\$21.00

SEVENTH HEAVEN BASIC POLICIES AND COMMITMENTS TO YOU:

Discounts for Regularly Scheduled Walks:

Discounts will be offered for regularly scheduled walks with a minimum of 3 walks per week to full weeks.

Full Week walks: 10% discount on the total invoice for the week.

3 days per week: 5% of the total invoice for the week.

*this discount is based on the consistent service and if there is an interruption in regular service the discount will not be offered.

Cancellation Policy:

There is no charge for Cancellations made with more than 1-week notice. Trips that are cancelled within a week of the initial visit are subject to a charge of 25% of the total trip. This is the decision made by the Pet Care Specialist scheduled to take care of your pets. If an appointment is cancelled 24 hours or less before the appointment, it is up to the Pet Care Specialist whether they will charge 100%, 50% or no charge. The exceptions are medical emergencies and weather conditions that cause the County or Federal Government to close.

Convenience Fee for Service Requests Made 24 Hours or Less Before the Requested Service:

Requests made less than 24 Hours or Same Day will be assessed this fee. Your Pet Care Specialist may choose to waive this fee, but as we expand and everyone's schedule gets booked up, it becomes more important to make sure that there is time to take the proper care of every pet on the schedule. Exceptions will be made for Medical Emergencies as a rule.

Late Night/ Early Morning Fees: Any visits between the hours of 9:00 PM and 5:00 AM will be considered Late Night/ Early Morning Visits. There is a \$10 additional fee for visits in this time window since it makes for a long day for our Pet Care Specialists, and this is an added incentive to make sure these late visits are covered. We have periodically had requests from people who work the night shift to do 1 AM regularly scheduled walks. A request like this would be treated on an individual basis and the Pet Care Specialist may want to negotiate an increase in that fee since this is such an unusual hour to be up and driving to care for a pet.

Specialized Walking Services: Fear Free Behavior Management Walks are designed for dogs with issues such as reactivity and pulling, or separation anxiety. These walkers are specifically trained in using Fear and Force Free methods when walking your dog. I will work directly with them for several weeks to teach them how to respond to the specific needs of your dog(s).

Policies Regarding Notification of Return from Your Trip:

It is very important that we confirm that you have arrived home after your trip so that we can be sure that a non-scheduled visit is not required to feed or let out your pet. It is easiest if you let us know through the app so that the Office can see that there is no need to schedule an Emergency Visit that is the same length of time as previously scheduled visits at the same general time. You may also choose to text the last person who was caring for your pet. They will leave and text a picture of a postcard reminding you to confirm your arrival home. If an Emergency Visit is scheduled, you will be charged the full fee for the visit and a \$25 Convenience Fee. This is a part of our commitment to making sure that your pets are safe and happy.

Extended Service Areas:

Our Main Service Area includes: Herndon, Reston, Sterling, Vienna, Cascades, Oakton & Potomac Falls.

Extended Service Areas are charged at a higher rate for certain visits to assure coverage and reliable backup service since we have no local staff in these growing areas and the ultimate substitute base is in Reston. These areas are subject to change as we grow and add new coverage areas or increase the availability of services in these areas.

15% increase – Fairfax, Chantilly, Great Falls, Falls Church, Tysons, Ashburn & South Riding

20% increase – Annandale, Aldie, Leesburg, Centerville, Winchester

Our Pet Care Specialists:

All Seventh Heaven Pet Care Specialists complete a background check biannually which is kept on file in the office, their references are checked, they carry their own Pet Sitting Insurance and Bond in addition to being Bonded through Seventh Heaven.

Seventh Heaven provides all Pet Care Specialists with access to up to date information and training opportunities.

Seventh Heaven Dog Training Rates

Initial Consultation	
Required Prior to Private Training	\$100.00
Personalized Private Dog Training : In-Home or On-Site at either the Great Falls or Reston Training Location (Including Materials & Personalized Training Plan)	
45 Minute Session	\$85.00
5 & 10 Session Packages of 45 Minute Sessions (\$85/ Session)	5- \$425.00 10- \$850.00
1 Hour Session	\$95.00
5 & 10 Session Packages of 1 Hour Sessions (\$95/Session)	5- \$475.00 10- \$950.00
Private Classes:	
Private Puppy Class – Five 45-minute Sessions	\$400.00
Private Foundations and Basic Manners – Seven 1-hour Sessions	\$560.00
Loose-Leash Walking Boot Camp – Five 45-minute Sessions	\$400.00
Custom Hybrid Training: 2 Sessions 1-one-1 with the Trainer, 3rd Session w/ Training Team One Hour Sessions at \$105 per session	
3 Custom Hybrid Training Sessions	\$315.00
6 Custom Hybrid Training Sessions	\$630.00
12 Custom Hybrid Training Sessions	\$1260.00
Custom Reactivity Training & Group Reactivity Class	
45 Minute Session	\$90.00
5 & 10 Session Packages of 45 Minute Sessions (\$100/session)	5- \$450.00 10- \$900.00
1 Hour Session	\$100.00
5 & 10 Session Packages of 1 Hour Sessions (\$125/session)	5- \$500.00 10- \$1000.00
Group Class: Dog-on-Dog On Leash Reactivity- Six 1 Hour Sessions	\$240.00
Personalized Virtual Training:	
45 Minute Session	\$70.00
5 & 10 Session Packages of 45 Minute Sessions (\$70/ Session)	5- \$350.00 10- \$700.00
1 Hour Session	\$80.00
5 & 10 Session Packages of 1 Hour Sessions (\$80/Session)	5- \$400.00 10- \$800.00
Training Walks: Available to Private and Group Training Clients through 4 months from last training session	
30 Minutes	\$40.00
45 Minutes	\$55.00
1 Hour Session	\$70.00

SEVENTH HEAVEN BASIC POLICIES AND COMMITMENTS TO YOU:

Cancellation Policy:

There is no charge for Cancellations made when Seventh Heaven Pet Care Trainers are given more than 3-day notice. Depending on the Training schedule, repeated cancellations may result in your having to take another time slot since there is a one session buffer between online bookings. You must use your package within 4 months unless there is an emergency. If an appointment is cancelled 24 hours or less before the appointment, it is up to the Trainer whether they will charge the appointment against your package or not. The exceptions are medical emergencies and weather conditions that cause the County or Federal Government to close.

Service Description:

In-Home Training: These sessions will include direct instruction in your home. You can have as many family or household members included in the sessions as you wish to learn how to teach your dog skills that we will agree upon in the initial consultation. The structured sessions will include homework for you & your dog. The training sessions will be about 5-minutes with explanation, pattern games, and down time in between each set. Ideally, you would pick a room or space where there would not be many distractions.

On-Site Training: Check our website for current training sites.

Virtual Training Circles: Every Seventh Heaven Training Client will be provided with their own virtual Training Circle which includes your Trainer, any family members that you would like to include, or any other professionals, including vets or dog walkers that are part of your training team! You can also reach out to other Clients who are dealing with training issues. Your learning materials, videos that either you or the Trainer take, articles and helpful links and more will be uploaded to your Training Circle so that you can access them at any time.

Reactivity and Advanced Training: This is a specialized training for dogs that have reactivity to other animals, people, or events such as thunderstorms.

Advance Training Covers these behavior issues along with Reactivity:

- Fear based issues
- Guarding or Aggression
- Socialization Deficit Issues such as play deficits
- Separation Anxiety

Reactivity can be seen as either positive or negative. It is basically an extreme reaction to something in the dog's environment:

- Barking or lunging at other dogs or people or things on leash.
- Jumping up on people and not being able to calmly greet people even if it is in a friendly manner (not including puppy jumping, which is easily fixed).
- Being overly fearful of people, dogs, or anything else to the point that it interferes with daily life for you or the dog.
- Barking at, biting, or lunging at everyday objects in your home to the point where it is scary or makes people nervous.
- Any kind of aggressive behavior towards people or other animals.

Your initial evaluation would determine if Seventh Heaven is the best source for dealing with your dog's reactivity or if you need to investigate other options such as group sessions or work with an Animal Behaviorist. We are connected with several resources and will discuss options at the initial consult if we feel that the case goes beyond our resource and skill set.

Typically, Reactivity training includes a mix of On-Site in Reston or In-Person sessions with Online sessions and Field Trips to local shopping centers, parks, or other venues that you want your dog to be successful in. A training assistant may be required to introduce the source of the reactivity at a distance and help to build confidence and decrease the distance from the source of the reactivity without having your dog exceed threshold. This would be the case mostly with other dogs, people, or things like scooters, bikes, or skateboards.

Our Trainers:

All Seventh Heaven Trainers complete a background check biannually which is kept on file in the office, their references are checked, they carry their own Pet Sitting Insurance and Bond in addition to being Bonded through Seventh Heaven.

Seventh Heaven provides all Pet Care Specialists with access to up to date information and training opportunities.