

**Q What areas do you service?**

Most of eastern Washington's Spokane County: central, west plains, south hill, areas north, and the valley. Also Post Falls and CDA, Idaho.

**Q Am I required to sign a contract?**

No! You may start, stop, or suspend service at any time. You will be required to sign a service agreement – which explains the following: You may also skip a cleaning. However, we do ask that you provide notice at least a day prior to your normal service date. Otherwise, you will be responsible for that week's cleaning fee to cover travel time and fuel.

**Q Do you scoop all year round?**

Yes! However, snow or inclement weather may delay us from time to time. If in the event an unforeseen circumstance causes us to miss an entire week, we will credit your account 1/2 the regular fee for the missed cleanup. This is due to the fact that we will have twice as much waste to cleanup on the next scheduled visit.

**Q Is Dooky's Licensed & Insured?**

Dooky's is licensed in WA State.

**Q Does Dooky's use a disinfectant to clean up after each visit?**

For the health of your pet, I disinfect/deodorizer my equipment and shoes with a non-toxic, biodegradable, environmentally safe cleaning product after every visit. I carry a sprayer as part of my standard equipment and can also use this product to treat your lawn, patio, kennel, etc. for a fee.

**Q Am I required to detain my pet(s)?**

For our safety and the safety and security of your pet, dogs should be detained at the time of service. However, you know your pet better than anyone. If you're confident that your pet won't attempt an escape or attack – then no. You can't be in this business and not love dogs! We try to make friends with the each contributor of our success 😊

**Q Does Dooky's offer a senior citizen or other discounts?**

Absolutely! Seniors over the age of 65 and/or service and rescue dogs are all eligible to receive a 10% discount – please ask.

**Q Does Dooky's offer a service guarantee?**

Satisfaction is always 100% guaranteed! If there is ever any reason you are not happy with your service, please let us know immediately and we will return to reclean your yard.

**Q Does Dooky's charge a "set-up" fee or initial cleaning fee?**

We do not charge our customers for our administrative cost or account set-up fees.

Your initial cleaning (for yards with greater than 4 week's accumulation) is charged \$59. This includes waste removal and tax if applicable. During this visit we're able to identify yard size and condition, your pets' favorite places to go and get a good sense of volume and time required for future cleanings.

**Q Does Dooky's offer bi-weekly or once monthly service?**

No (winter may be an exception). To ensure that your pet waste problem is kept under control, routine weekly cleanings are recommended. Greater accumulation results in more time and cost to each of us. Offering frequent continuous service, allows us to provide you the best possible pricing.

**Q Does Dooky's clean cat boxes?**

No, not at this time.

**Q What does Dooky's consider to be "an average sized yard"?**

For the sake of estimation, about 50 ft. X 80 ft.; which comes out to 4000 sq. ft.

**Q. Where do you dispose of the waste?**

Our research assures us that all waste in Spokane County is ultimately taken (transferred) to the Waste to Energy plant, where it is then burned in an incinerator. These incinerators contain highly sophisticated filtering systems as to avoid airborne contamination.

**Q. What do you like most about your job?**

Meeting new people and making new friends-both human and canine. We enjoy educating others on the importance of maintaining a clean environment for their pets.

Something missing? Please contact us with any addition question you may have.