

WELCOME



CLIENT  
WELCOME  
PACKET

[info@pralinesbackyard.com](mailto:info@pralinesbackyard.com)

[www.pralinesbackyard.com](http://www.pralinesbackyard.com)

404 702 4453

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# HI I'M ORAZIE



I'm Dr. Orazie Slayton, founder of Praline's Backyard Dog Services here in the Atlanta area. I started this business out of my love for dogs and my commitment to giving them more than just a walk - we focus on exercise, enrichment, and real one-on-one attention so dogs can thrive physically and mentally.

Alongside the business, I founded the Praline's Backyard Foundation, a nonprofit that helps domestic violence survivors with pets. Many survivors delay leaving unsafe situations because they are worried about what will happen to their pets, and through the foundation, I work to reduce those barriers so both people and their pets can find safety.



# MISSION

## Praline's Backyard Dog Services

At Praline's Backyard Dog Services, our mission is to deliver premium, enrichment-focused dog care that supports the well-being of every dog and the peace of mind of every busy Atlanta pet parent. We provide professional dog walking, enrichment, and in-home care rooted in compassion, reliability, and open communication.

Our company was built from a genuine love for dogs and a belief that every dog deserves more than a walk — they deserve thoughtful engagement, emotional support, and a routine that helps them thrive. We understand the guilt and stress that come with balancing a busy lifestyle while wanting the very best for your dog. Whether you're away for a few hours or navigating a demanding schedule, our goal is to create a calm, familiar, and joy-filled experience for your dog every day.

Through ongoing training in enrichment, canine behavior, fear-free handling, and safety, our team is equipped to meet each dog's unique needs with expertise and heart. Every dog in our care receives a dedicated partner, and every client receives the confidence of knowing their dog is supported by a bonded, insured, and GPS-tracked team they can trust.

Most importantly, we are here to provide true peace of mind — helping your dog live a happier, more balanced life while making your day a little easier.

# DOG WALKS/VISITS



We help busy Atlanta dog parents keep their dogs happy and active. Each visits includes a walk, fun brain games, loving care, and GPS tracking and update so you always know how your dog is doing and where they went. Our team shows up every day — rain or shine — to give your dog the safe, happy routine they deserve.

Morning	8:00 am - 11:00 am
Mid day	11:00 am - 3:00 pm
Evening	3:00 pm - 8:00 pm

All dog walks/visits are scheduled in time blocks between 8 AM and 8 PM, Sunday - Saturday

\*Visits outside these hours incur a \$5 after-hours fee. Weekend visits incur a \$5 fee. Request with less than 24 hours notice incur \$10 and are subject to availability.

Your walk package is billed in advance, and once all visits are completed, your next package is billed seamlessly to ensure consistent, uninterrupted care for your dog.

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# CANCELLATION POLICY



At Praline's Backyard Dog Services, we build our schedules around your dog's routine.

To keep everything running smoothly for all clients:

- Cancellations made with more than 48 hours' notice: No fee.
- Cancellations made with less than 48 hours' notice will be deducted from your package and a \$10 late-cancellation fee will be automatically charged.

# KEYS & LOCKSMITH

We never keep anyone's physical keys. All access to your home is kept on site via a lock box or electronic keypad.

# HOLIDAY FEE

A \$10 holiday fee will be added to visits on the following days: Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Easter Sunday, 4th of July, Memorial Day, Labor Day, and Thanksgiving Day.

After-hours and weekend fees still apply in addition to holiday fees.

# LAST-MINUTE SCHEDULING

We kindly ask for as much notice as possible when scheduling care. Same-day requests may be available, but are not guaranteed.

A \$10 convenience fee applies to all same-day bookings.

Requests must be submitted through the client portal/app. You will receive an email confirmation for your records.

# COMMUNICATION

To protect your dog's safety and ensure accurate documentation, all communication must take place through our app.

This keeps your dog's profile updated and allows our team to support you. Please do not text team members privately. For privacy and safety, we do not share staff personal phone numbers.

# NON-SOLICITATION

All clients agree not to hire, solicit, or receive dog-walking or pet-care services from any Praline's Backyard Dog Services team member outside of our company.

All team members are bound by a non-solicitation agreement, which prevents them from working independently with Praline's Backyard clients during their employment and for 12 months after leaving the company.

This protects our team, our clients, and the quality of care we promise. Praline's Backyard reserves the right to pursue legal action and damages for any violation.

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# GETTING STARTED



We're excited to welcome you! To ensure Praline's Backyard is the right fit for your dog and your schedule, all new clients begin with a consultation. Here's how to get started:

**STEP 01 Schedule Dog Lifestyle Consultation**  
Visit our website to schedule your new client consultation. This is the first step in the onboarding process and is required before any services can begin.

**STEP 02 Check your email for next steps**  
Once your consultation is scheduled, you'll receive a welcome email with instructions to:

- Download our app, PetPocketbook.
- Create your online portal account in Petpocketbook

These steps must be completed prior to your consultation. The same login both the desktop portal and the app will work for

### **Consultation Day**

**STEP 03** During this 45-minute in-person consultation, we'll get to know your dog, learn about their routine, and review how our services work. This is the first step to becoming a Praline's Backyard client and gives you the chance to ask any questions.

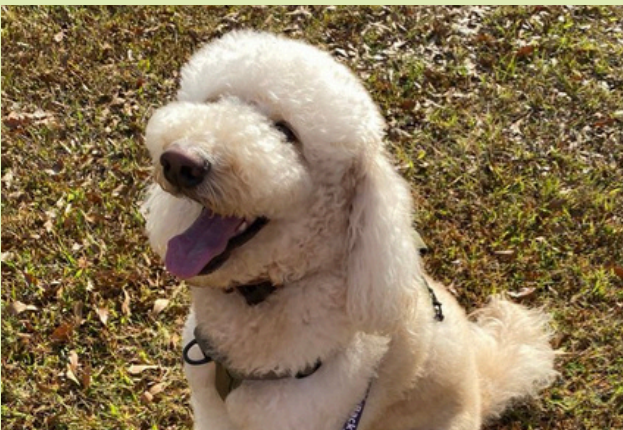
**STEP 04 Final Approval**  
Once your consultation is complete and you're approved, you're officially ready to begin using our services!

**\*\*Important:\*\* You are not an approved client until your portal is updated, the app is downloaded, forms are submitted, a credit card is on file, and the dog lifestyle consultation is completed. Final approval comes after this step.**

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# ADDITIONAL SCHEDULING NOTES

- All requests must be made through the app scheduler. We do not accept requests via email, text or phone call.
- Submissions are requests only and are not auto-approved.
- Approval times are within 24 hours.





Praline's  
Backyard

# “HOW TO”

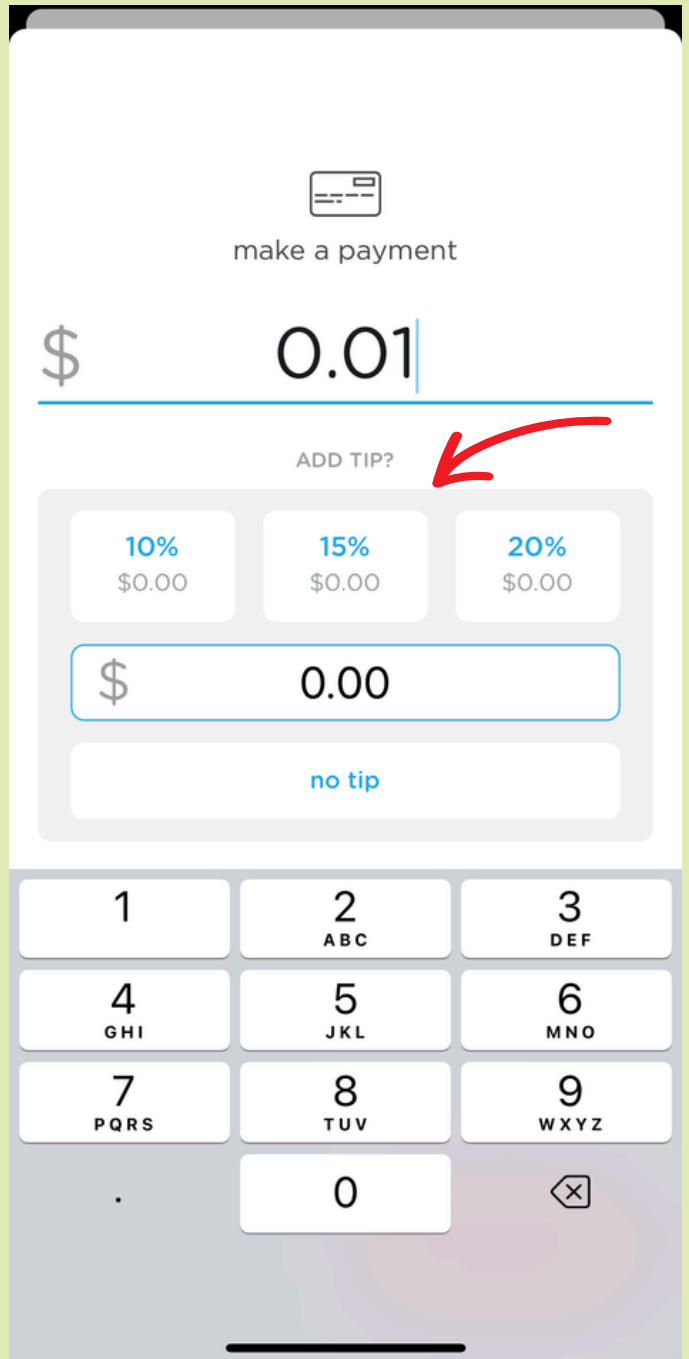
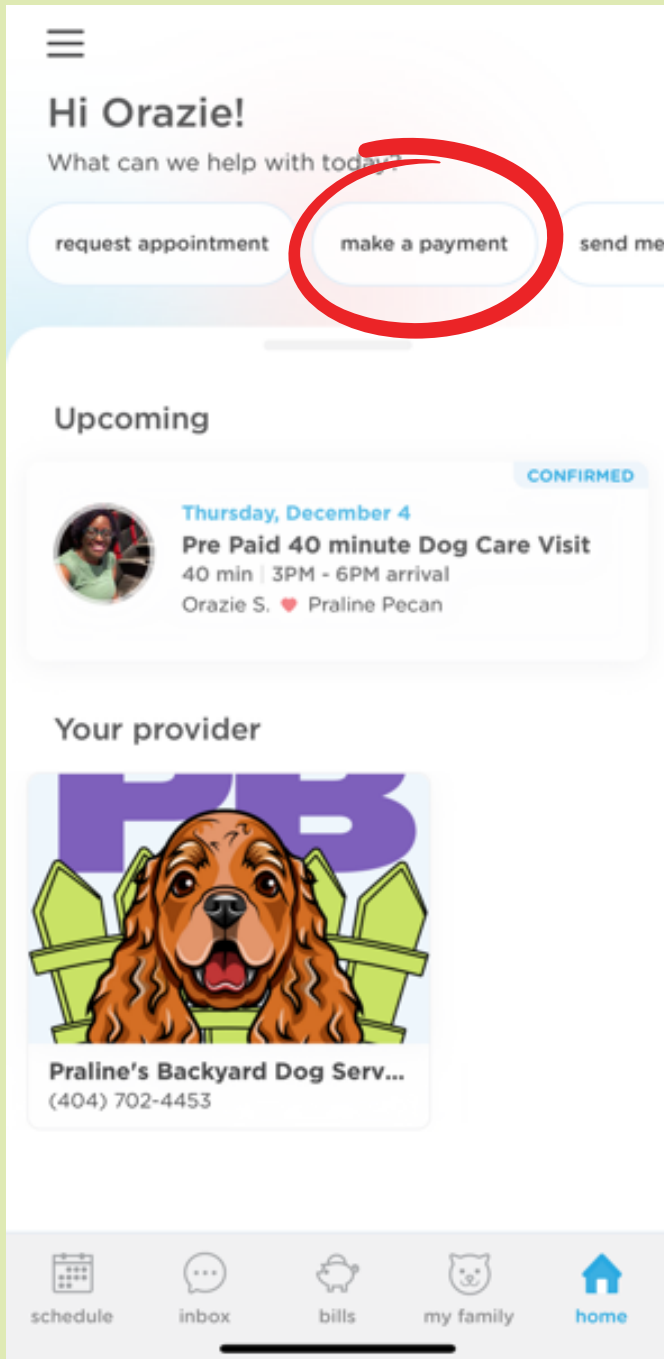
## How To: Update Your Client Forms

Before each service booking, please review your client information such as feeding instructions, medication administration to where you may have changed where your dog's harness is located or a new training command you would like help with us reinforcing during our visits.

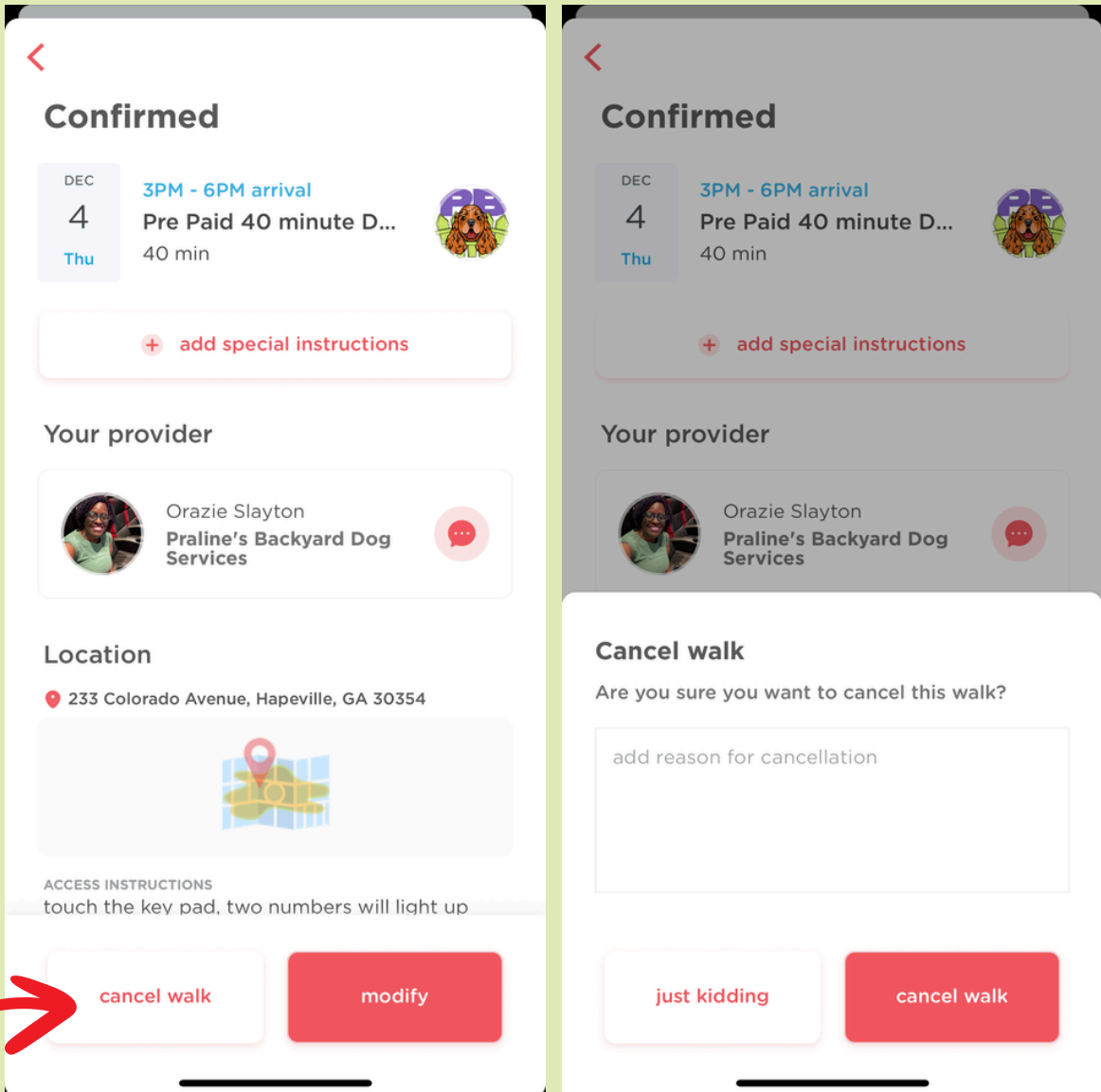
The screenshot shows a mobile application interface for modifying an appointment. At the top left is a red back arrow. The main heading is "Modify your appointment with" followed by the Praline's Backyard Dog Services logo and name. Below this are three white rounded rectangular boxes with pink borders. The first box is labeled "Who" and shows a profile icon for "Praline Pecan". The second box is labeled "What" and shows "Pre Paid 40 minute Dog Care... (40min)". The third box is labeled "When" and shows "December 4 3:00PM - 6:00PM". Below these boxes is a section titled "Got special instructions?" with a sub-heading "If there's anything out of the ordinary that you'd like to note to your provider, this is the place!". Underneath is a text input field with the placeholder "add them here (optional)". At the bottom, it says "Estimated total: \$0.00" with a link to "show breakdown". A final note at the very bottom states: "We are providing the estimated cost of your requested services for your reference. You are not being charged by submitting this request."

## How To: Add Tip

Clients can add tips to invoices that have already been paid. To do this, navigate to the balance section of your Client Portal and then click on the 'Make a payment'



## How To: Cancel



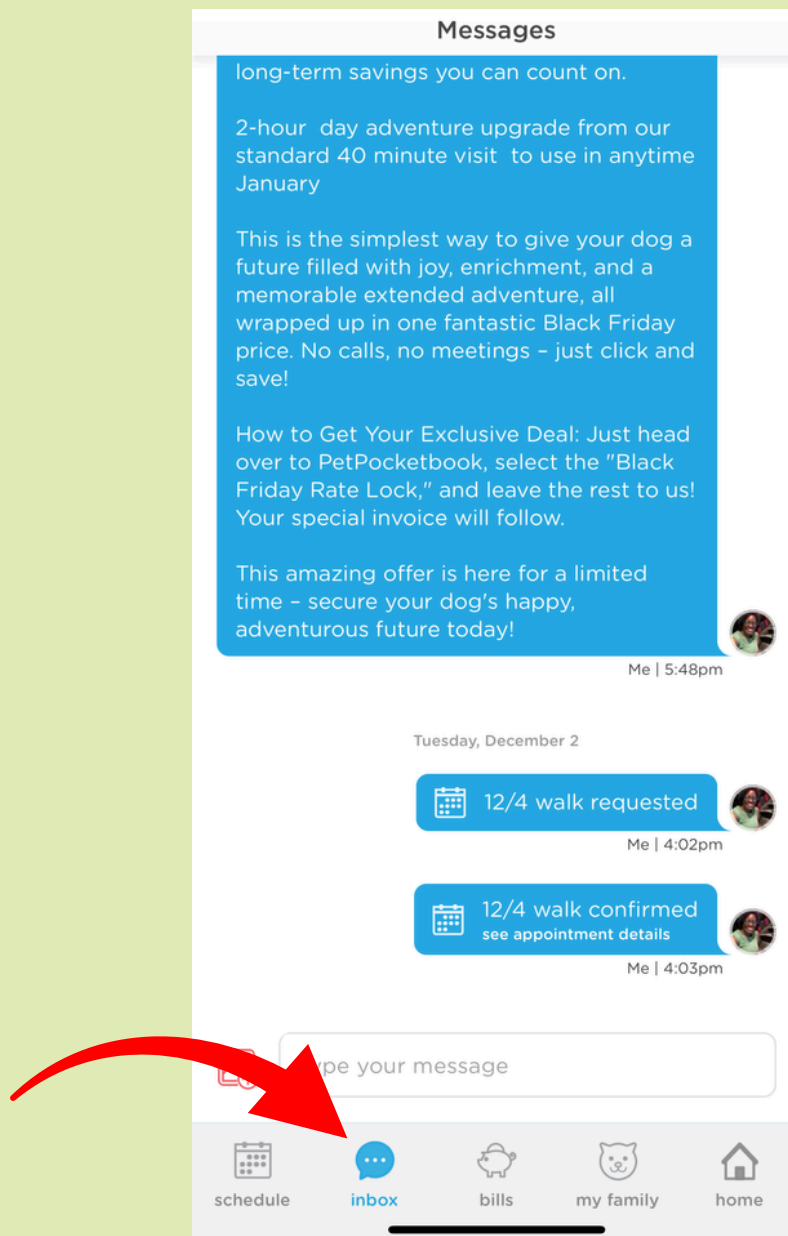
## How To: Contact Praline's Backyard

### 1) Inbox on the Client PetPocketbook App

Best for chatting with our team up to and during their visit and communicating with Admin for any non-emergency concern

The Inbox allows you to communicate directly with Praline's Backyard. . All messages sent to and from Praline's Backyard Admin, and your scheduled team member will be listed here. This thread works as a group chat for all involved parties.

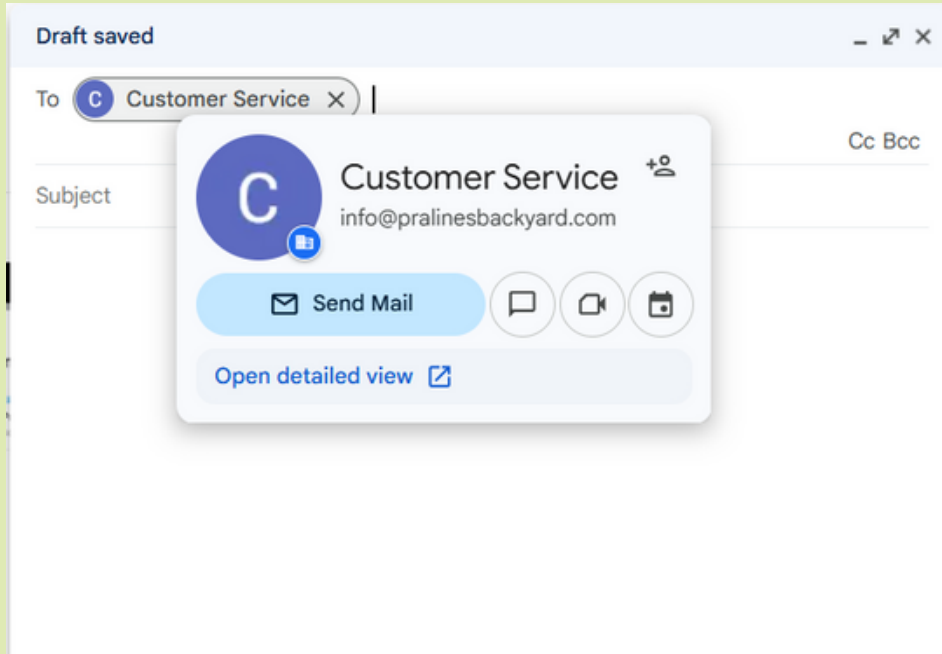
To send a message, click on the "Inbox" button on the home screen of the PetPocketbook mobile app. Then, simply start your message in the message window .



## How To: Contact Praline's Backyard

### 2) Email | [info@pralinesbackyard.com](mailto:info@pralinesbackyard.com)

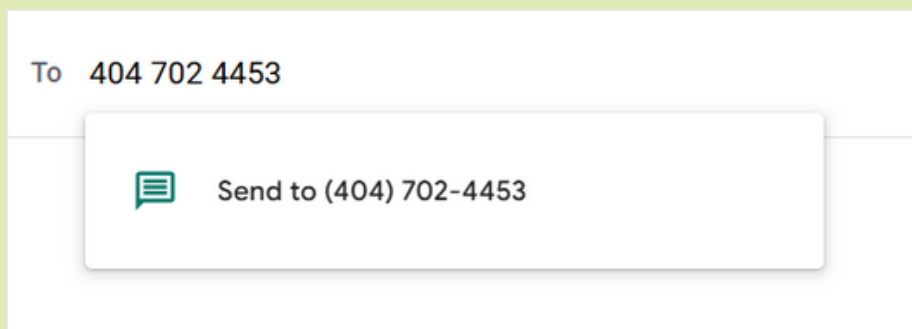
Best used during the new client onboarding process. Our email is monitored by a different manager than the daily Admin team, therefore the app is the fastest place to message us for scheduling questions and connecting with a team member .



## How To: Contact Praline's Backyard

### 3) Phone | Best used for emergencies only | 404 702 4453

Contact information for reaching us via email/phone can be found in the app by clicking the home button in the bottom left hand corner of the app



\*All communication with all team member is done through the app to keep an accurate log of all messages, updates, and requests. Please do not text any team member privately so that we can ensure your profile is the most up-to- date. Please note that we do not share our team members personal contact information for their privacy and protection.