

PET SITTING - QUESTIONS & ANSWERS

- 1). What is different about All Creatures Great & Small, LLC from other pet sitting services?

We take great pride in providing you with ultimate pet care. We are thrilled when you return home to find your pet happy, well adjusted, well fed, well exercised and well loved. Just drop the customer satisfaction survey in the mail or go the the web, is Certified through the National Professional Association of Pet Sitters as a Professional Pet Sitter. Karen and Patty are Certified Pet TECH Instructors and offer a wide range of Pet First Aid, CPR and basic care courses. All of our sitters have Pet First Aid and CPR training as their minimum requirement to work with your pets.

- 2). What do you do to protect our pets?

Protecting your pets: Your four-legged, furry family members are most important to us. We want them to have an incredible vacation too! While you are away for business, family obligations or pure pleasure, we want your family at home to enjoy themselves too!

- Each sitter in our organization has committed time and effort to becoming Pet First Aid / CPR Certified. Karen & Patty are Instructors.
- We utilize continuing education programs to become more proficient in pet care. Courses include but are not limited to: The British Horse Society: Horse Owner's Certificate Level I and II, JPAC's Avian Care certification, Dental Hygiene, Senior Pet-izen Care, NAPPS Professional Pet Sitting Certification, basic obedience training *and much more.....*

3.) What do you do to protect your clients?

Protecting clients: Our clients' privacy is very important, we take great care to protect all data and identity information. We take measures to make sure the home we are visiting while caring for your pets is protected.

Our goal is to provide comfort level that will allow you to feel confident that not only are your little loved ones in good hands but your home is being cared for as well.

- Background, police and child abuse checks are standard procedure at ACGS. We explore all avenues available to guarantee comfortable and confident feelings while on your trip.
- Dishonesty Bond/Crime Plus Policy and Liability Protection Insurance are means to protect and assure our clients that we have done everything to protect their home and household items. See the numbers below:

Type: Pet Sitters International
Dishonesty Bond/Crime Plus Policy +SM
Carrier: Travelers Casualty & Surety Co. of America
Certificate Number: 104297449-3351
Master Policy Number: 104297449

Type: National Association of Professional Pet Sitters
Liability Protection Insurance
Carrier: Centruy Surety Company / Business Insurers of the Carolinas
Certificate Number: 01CCP279163-09529
Master Policy Number: 01CCP279163-00000

4). What is the difference between a dog walk and a vacation visit?

- Dog walking is primarily a mid-day or early evening visit while the owner is working, attending school, volunteering or any other regularly scheduled activity. The time is spent taking the dog(s) for a healthy walk, allowing time to relieve themselves and cleaning up afterwards, providing fresh water, treats – if allowed, and lots of attention. Dog walking is priced according to the number of visits made a week.
 - 3-5 Daily walks; 1 - 2 Daily walks; or an occasional walk
- Vacation visits are visits that do not fit into the criteria outlined for dog walking. These visits include summer or winter vacations, emergency situations, travel out of town, business trips, long weekend getaways (4 days or more) or anything that takes you out of town or requires you to be away from your home for extended periods. The sitter will provide all needs for the pet at this time. These visits will include but not be limited to potty breaks, walks (depending on the health of your pet), play times, mealtimes and lots of loving time.

5). What is included in a dog walk?

- Dog walking is primarily a mid-day or early evening visit while the owner is working, attending school, volunteering or regular scheduled activities. We provide a healthy walk, time to relieve themselves and clean up, clean bowls, fresh water, treats – if allowed, and lots of attention or play time. Dog walking is prices are according to the number a week.
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7.) Is there a cancellation policy?

- Yes, our cancellation policy applies to all late cancellations (cancellations require a 24 hr notice allowing adequate time to reassign sitters for missed time – this is full time work for many of our pet care professionals and if they don't work – they don't get paid). Cancellation fees are assessed according to the type of visit:
- For a dog walk cancellation the fee is not applied if within a 24 hr. window. There is a flat \$10.00 fee for a late cancellation for a dog walk. If caller is last minute, the full charge will be assessed for that visit. Our sitters are to be paid and last minute calls leaves no opportunity to reassign if work is available. Please be considerate and allow time for the sitter to be reassigned.
- For Vacation late cancellations the charge is equal to the first full day's fees; it is often impossible to provide the sitter with replacment work due to the short notice. This is especially important, as our sitters depend on the income from scheduled visits.
- Holiday cancellations are billed at \$25 per visit if the office is not given enough time to reschedule our sitters.

8.) Are there additional charges for more than 2 animals?

- For two animals there are no additional charges. Once the pets exceeds three the price will be determine at Get-to-know you visit. That will allow time to determine how long will be required to provide excellent, loving service for your pet. We will be giving all pets special time and making sure the everything is perfect.
- 9.) How does the pet sitter get access to my house?
- The pet sitter can obtain access your house in several ways:
 - a key
 - a garage code (key required – electrical outage)
 - a garage door opener (key required – electrical outage)
 - other methods you approve

Other options are available. Please talk to us about what you feel most comfortable doing for access priviledges.

10.) How long does a typical visit usually last?

- A canine visit typically lasts 30 minutes. This is the standard, not all visits fit standard, especially those with multiple pets which might require additional time.
- Our feline visit is typically 20 - 30 minutes depending on whether or not the cat (s) will play.
- Farm visits are not typical. The visit time will depend on the number of animals, stall care, feeding, injury check, etc. These visits are subject to a gas surcharge.
- Bird care is very time consuming and the number and types of bird will determine how much time is required. Exotics require much more

time, knowledge and care. An estimate will be given via phone. Pricing will then be formalized at the initial consultation.

11.) What if my pet gets sick?

- If for some reason your pet does get sick, the sitter will contact the office, then you. If the situation warrants, your pet will be transported to your veterinarian or nearest 24 hour facility. You will be kept up-to-date. The Veterinary Authorization Card must be completed and signed. It may sound unbelievable but your **pets are covered by HIPPA.**
- Should the situation warrant First Aid Care only, it will be administered as required. You will be contacted to keep you advised. Should additional instructions be necessary, Karen or yourself will provide those instructions. Karen will continually monitor the situation to insure your pet's safety keeping you in the loop.

12.) Are there any extra charges?

- Occasionally other charges arise. These charges usually involve the following:
 - holiday fee (listed on the bottom of the Price Sheet)
 - purchasing of food, treats or miscellaneous items
 - extensive sickness that might require extended clean up and modification of the sitter's schedule
 - hiring a locksmith should the door lock jam (a signed contract is authorization to unlock the door for the safety of your pets), etc.

Please feel free to email or phone Karen and ask any additional questions.

13.) Bad Weather - Walking?

- When weather is bad, extra care will assure your pet is safe and comfortable.
 - Rain will not keep your pets inside, unless that is something that you specify. Extreme heat will mean a shorter walk and more water to protect from heat exposure.
 - Severe cold will mean a shorter walk and extra playtime inside to protect from over exposure.
 - Snow often means that schools are closed and many pet and people parents stay home – we usually have off too! But not always, vacation clients are enjoying the sunshine somewhere!

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 - Severe cold will mean a shorter walk and extra playtime inside to protect from over exposure.
 - Snow will mean travel is a bit slower and arrival times might be off schedule, but we will be there to take care of your pets as soon as safety allows. Most Northern Breeds love to play in the snow, especially when it is new falling snow – we will gladly accommodate play time.

14.) How many visits a day are needed?

- The number of times we visit depends on you. You know you're your pet's requirements. You know the needs of your pet and we will be happy to discuss what will work for your situation. This can depend on medication or whether a puppy is in training.
 - Most cat visits are scheduled for 1-2 a day.
 - Dog visits are scheduled typically between 2-4 visits,

15.) What is rate for feline care? How many times do your visit?

- The rate for feline care is \$15 a visit, for 20 - 30 minutes.
- Feline care can require 1 – 2 visits a day. You know your pet, you determine. We care for many special needs cats with loving patience.
- Please check the website for further information.

16.) What if my vacation is extended?

- Upon realization that you need to extend, please call the office, we will arrange to accommodate your needs via on-going care till you return. We make every effort to make sure you are stress free upon your return.

17.) What happens if we have a family emergency and need immediate services?

- As soon as you realize that you need to address an emergency situation or travel for your emergency, please call the office or our cell phone to advise us of your needs. We will make necessary arrange to accommodate your pets on going until your emergency is over. We make all efforts to make sure you will have no stress upon your return.

18.) When is payment due?

- Payments are to be made prior to the service unless other arrangements have been made. You may leave payment for the sitter (check please), or we can invoice. As of 3/1/09 there will be a handling fee for invoices. Payments can be made by check, [PayPal](#) or if you prefer cash (we prefer not). There is a PayPal link on the bottom of our website's home page.

19.) Are you bonded?

- Yes, we are bonded. Our Dishonesty Bond/Crime Plus Policy +SM is solely to provide protection for your home and pets while you are away.
- Our bonding information can be viewed in question #3.

20.) Are you insured?

- Yes, we are insured. Our Liability Protection Insurance is solely to provide protection for your home and pets while you are away.
- Our insurance information is available in question #3.

21.) Do your pet sitters know pet first aid?

- Yes, all our pet sitters must be Pet First Aid / CPR certified to work with All Creatures as a sitter. Our sitters must keep their certification current and requires a recertification every two years.
- Everything will be done to provide the safest environment possible during your absence. We strive to provide them comfort and super care.
- Should a pet get sick or have an accident, we have the skills to provide emergency care. Once emergency care has been administered the pet will be transported for medical care as quickly as possible if required.
- For more information please visit the First Aid Information on our website www.allcreatures.net/PetTech.

22.) Are holiday and weekends more expensive?

- Yes, we pay our sitters a little extra each visit to provide the very best care for your pets on holidays and weekends.
- Each holiday visit is \$10.00 extra
- Weekend care is rated at \$20 a visit
- Please visit our website for a complete list of holidays on the bottom of the Price List, www.allcreatures.net.