



## Questions about boarding:

### **How can I check on my pet(s) during their stay?**

We will be sending you pictures and/or videos to keep you informed of your cute little one(s). You can also reach out to us at any time if you are curious about how they are doing. We will get back to you as soon as we can.

### **My pet(s) has a special diet and/or requires medication. Can their needs be accommodated?**

Yes. Please write down any medication they take and bring it with them during their stay. Also, write down any instructions that you would like us to follow. We also recommend having their medication labeled.

### **What do you supply for overnight boarding?**

We have toys, food/water bowls, blankets, and treats. Your pet's toys and treats are always welcome if it makes them feel more at home. Please bring your own crate if they sleep in it or use it for comfort. Also, please bring their food, leashes, and anything else they would need during their stay that we do not supply.

### **How far in advance should I book?**

Ideally, booking our dog boarding service one month in advance is recommended. However, two or three weeks is sufficient in most cases. We would also like to have a proper meet and greet before your requested dates so we can make sure we are all a good fit for each other.

### **What are your pick-up and drop-off times?**

Drop-off times can be as early as 8 am and pick-up times are cut off at 9:30 pm.

### **If I have to extend or cancel my booking, would you be available?**

We know traveling can be unpredictable, so we strive to give everyone at least an extra day just in case any travel plans change. But we do ask to have a plan B if for any reason we are unavailable to extend. You will be charged accordingly in regards to the dates extended. If you decide to change your dates before your booking begins, we cannot promise that your new dates

will be available.

### **Are there any fees for cancelling a booking or if we wish to extend?**

There are no cancellation fees or refunds; all transactions are final. However, you will receive a credit following our cancellation policy.

You can find more information in the general section down below on the last page.

### **How many dogs do you take in at once?**

We are currently only taking in 5 dogs maximum. With that in mind, we recommend you book at least a month in advance to secure your spot. Holidays are very popular, so please be advised that spots are limited.

## **Questions about house sitting:**

### **How can I check on my pet(s) during your stay?**

You will receive a notification when we first arrive. Throughout our stay, we will be sending you pictures and/or videos to keep you informed of your cute little one(s). You can also reach out to us at any time if you are curious about how they are doing. We will get back to you as soon as we can. At the end of our stay we will also notify you before we leave.

### **My pet(s) has a special diet and/or requires medication. Can their needs be accommodated?**

Yes. Please write down any medication they take and leave it out for us. Also, write down any instructions that you would like us to follow. We also recommend having their medication labeled.

### **What do I need to supply for your stay?**

We only ask for a guest room with clean sheets or extra linens available for us. If you wish to supply anything else, then we will gladly accept it. The most important thing is to have everything that your pet(s) need while we take care of them.

### **How far in advance should I book?**

Due to high demand, 2 or 3 months in advance is recommended. However, the sooner you book, the better chance you'll have for your dates to be available. Holidays are VERY high in demand, so please reach out accordingly. We would also like to have a proper meet and greet before your requested dates so we can make sure we are all a good fit for each other.

### **Are there any extra fees depending on what time we leave and arrive?**

There are no extra fees. Our working times are as follows: We can arrive at your home as early as 8 am and on our last day we would stay and take care of your pet(s) until 8 pm. If we must stay later on the last day, you will be charged for the night.

### **If I have to extend or cancel my booking, would you be available?**

We know traveling can be unpredictable, so we strive to give everyone at least an extra day just in case any travel plans change. You will be charged accordingly in regard to the days that are extended. If you decide to change your dates before your booking begins, we cannot promise that your new dates will be available.

### **Are there any fees for cancelling a booking or if we wish to extend?**

There are no cancellation fees or refunds; all transactions are final. However, you will receive a credit following our cancellation policy.

You can find more information in the general section down below on the last page.

## **Questions about daycare:**

## **How can I check on my pet(s) during their stay?**

At the end of their visit, you will be sent a report card with information about their stay along with pictures. If you wish to reach out throughout the day and ask for pictures/videos or just simply wish to know how they are doing, then you are always welcome to reach out. Text messages are preferred since we wish to stay vigilant at all times.

## **My pet(s) has a special diet and/or requires medication. Can their needs be accommodated?**

Yes. We have experience with oral medication and ear medication. Please write down any medication they take and bring it with them during their stay. Also, write down any instructions that you would like us to follow. We also recommend having their medication labeled with their name. If your pet(s) has specific needs that we haven't had much experience with, we are always open to learning more if you feel comfortable.

## **What do I need to supply for their stay?**

You can bring anything your pet(s) needs during their stay with us to have them feel comfortable at our home. We do have toys, blankets, treats, and food/water bowls, which you do not need to supply if you do not wish to.

## **How far in advance should I book?**

We recommend you book at least a week in advance so we can have a proper meet and greet before the start of your booking. We like to see how they interact with the other dogs and see if we are all a good fit for each other.

## **Are there any extra fees depending on what time we leave and arrive?**

Day care hours run from 7 am to 5 pm. We will give a grace period of 30 minutes after 5 pm due to any unexpected delays. If running late, a courtesy call or text will be greatly appreciated.

## **What kinds of activities will be available for my pet(s)?**

During your pet(s) stay, they will have a large fenced-in backyard to play in with their new and old friends. We supply several toys, including balls and ropes, with which they can play fetch and tug of war. We also have a small doggie pool, which we bring out during the hot summer days for those who like to play in water. Dogs also love getting their walks, so they will at least get one or two walks (weather permitting) during their stay with us unless you choose to omit that.

## **Are there any fees for cancelling a booking or if we wish to extend?**

There are no cancellation fees or refunds; all transactions are final. However, you will receive a credit following our cancellation policy.

You can find more information in the general section down below on the last page.

## **Do you do at-home daycare?**

Due to our high demand of walks and drop-in visits, we are not able to do at-home day care at the moment. We do hope to broaden our business, so this could be an additional service that we will provide.

## **Questions about walks:**

### **How long are your walks?**

Our dog walk service runs for 30 minutes but we also provide an hour walk for an additional fee. Please see down below in the general section for the service fees. We will notify you when we first arrive and also send you a short summary with a picture and/or video at the end of our service.

### **Can you take my dog(s) to the park during your visit?**

Our service for walks is strictly just for walks. If you have a park in the area that can be walked to and back, then we are more than glad to do that. If you wish to have your dog play with other dogs at the park, we don't feel comfortable providing that due to dogs being unpredictable, and we don't want your pet(s) or others to be potentially harmed during our watch.

### **What do I need to supply for the visit?**

We ask you to provide poop bags and a leash to walk your pet(s). If your dog isn't the best walker and can be motivated by treats, we also ask you to provide those as well.

### **How far in advance should I book?**

We recommend you book at least a week in advance so we can have a proper meet and greet before the start of your booking. We like to see how they interact with us and if we would all be a good fit for each other. We want everybody to be happy.

### **What are your work hours?**

Our dog walking service hours run from 8 am to 8 pm.

### **Can you take my dog(s) in the backyard, feed them, and then walk them?**

For our walking service we only do walks, but we will always make sure their water bowl is full when we get back. If you wish to have a more detailed service with medication, food, and play, then the service you are looking for is our drop-in service.

### **Are there any fees for cancelling a booking or if we wish to extend?**

There are no cancellation fees or refunds; all transactions are final. However, you will receive a credit following our cancellation policy.

You can find more information in the general section down below on the last page.

### **Questions about drop-in visits:**

#### **How long are your visits, and what do they consist of?**

Our drop-in service runs for 30 minutes, but we also provide an hour for an additional fee. Please see down below in the general section for the service fees.

Each drop-in visit is tailored to their own needs. We can walk, feed, play, and provide medication if needed. You will receive a notification when we arrive. When we leave, we will send you a short summary of our visit along with a picture and/or video.

## **Can you take my dog(s) to the park during your visit?**

If you have a park in the area that can be walked to and back, then we are more than glad to do that. If you wish to have your dog play with other dogs at the park, we don't feel comfortable providing that due to dogs being unpredictable, and we don't want your pet(s) or others to be potentially harmed during our watch.

## **What do I need to supply for the visit?**

We ask you to provide everything your pet(s) needs during our visit, such as poop bags, a leash to walk your pet(s), treats, and food if applicable. We can discuss any other questions you have during our complimentary meet and greet.

## **How far in advance should I book?**

We recommend you book at least a week or two in advance so we can have a proper meet and greet before the start of your booking. We like to see how they interact with us and if we would all be a good fit for each other.

We want everybody to be happy.

## **What are your work hours?**

Our drop-in service hours run from 8 am to 8 pm.

## **Do you drop in on any other type of pets besides dogs and cats?**

We do! We have experience with different types of pets, such as birds, turtles, rabbits, guinea pigs, ferrets, and others. If you have a pet that we have not named, please do reach out to us.

## **Are there any fees for cancelling a booking or if we wish to extend?**

There are no cancellation fees or refunds; all transactions are final.

You can find more information in the general section down below on the last page.

## **Any other questions you may have:**

### **What do you charge for your services?**

#### **Walking Service:**

Standard Rate (30 minutes): \$20/walk

Holiday Fee: \$10

Add. dog: \$18/walk

60 minute: Add. \$10/walk

#### **Day Care Service:**

General: \$28/day

\*Holiday Fee: \$10

Add. dog: \$20/visit

Half a day (5 hours or less):

\$14 one dog, \$10 additional

**Drop-in Service:**

Standard Rate (per visit): [Dog] \$25, [Cat] \$18

Holiday Fee: \$10

Add. Pet (per visit per pet): \$10

60 minute (per visit): +\$10

**Boarding Service:**

Standard Rate: \$30/night

Additional Dog: \$28/night per dog

Holiday Fee: \$30

**House Sitting Service:**

Standard Rate: \$35/night

Add. dog: \$28/night per dog

Add. cat: \$10/night per cat

Holiday Fee: \$30

**Additional Fees:**

Pick-up/Drop-off (boarding only): \$10

***\*No daycare available on Thanksgiving, Christmas, or New Year's***

**Do you have any other additional fees?**

No, we do not. We just ask for common courtesy on your pick-up and drop-off times.

### **What are your work hours?**

**Walks:** 8 am - 8 pm (last booking at 8 pm for 30 minutes only)

**Drop-in Visits:** 8 am - 8 pm (last booking at 8 pm for 30 minutes only)

**Day Care:** 7 am - 5 pm (Wednesdays and Thursdays)

**Boarding:** 8 am - 9:30 pm

**House Sitting:** 8 am - 8 pm

### **Office Hours:**

Monday - Sunday: 8 am - 7 pm

*If reached after hours we will return your inquiry on our next business day. If it is an emergency, we will get back to you ASAP.*

### **What does a meet and greet consist of?**

During the meet and greet we will be introduced to your pet(s), we will be shown around the house, and we will also go over any special instructions. Meet and greets are an important step before we set up any booking.

### **What is your cancellation policy?**

- **Walks:** Client(s) will receive an invoice with the total of their booking 2-3 days before their booking, which must be paid on the date included on the statement. After the payment is made and the client(s) chooses to cancel, no credit will be refunded.
- **Drop-in:** Client(s) will receive an invoice with the total of their booking 2-3 days before their booking, which must be paid on the date included on the statement. After the payment is made and the client(s) chooses to cancel, no credit will be refunded.
- **Daycare:** Client(s) will receive an invoice with the total of their booking 1 day before their booking, which must be paid on the date included on the statement. After the payment is made and the client(s) chooses to cancel, no credit will be refunded.
- **Boarding:** Client(s) will receive an invoice with the total of their booking 7 days before their booking, which must be paid on the date included on the statement. After the payment is made and the client(s) chooses to cancel, no credit will be refunded.
- **House Sitting:** Client(s) will receive an invoice 30 days before the booking, which must be paid on the date included on the invoice. After the payment is received, there will be no credit refunded if cancelled within 7 days of the booking date. If cancelled any time before the 7 days, Client(s) will receive a 50% credit of their total, which can be used for any of the services we provide. Credit will expire after 6 months of being received by the client.

\* If you return early from your trip, you will not receive any credits. We reserved your time and have turned down other clients to keep your reservation.

\* We do not provide refunds in the event of a cancellation or service reduction. Instead, credits will be kept on file for the next booking and applied to that invoice in compliance with the cancellation policy.

\*Exceptions: If your pet were to pass away before your booking, then you will receive your full amount. If there is a sudden loss in the family (immediate), then you will receive a full credit of your total. Also, in the event of a hurricane, we will understand if you need to shorten your booking or cancel it completely. In this case, you will receive a credit accordingly (**the credit must be used within 6 months from when the booking is cancelled**).

### **Do I pay you before or after my booking?**

Once you send us a request, we will set up a meet and greet with you. After the meet and greet, we will send you an invoice, which must be paid in full by the date listed on the invoice. If you have worked with us before, we will send you an invoice before your booking date. If payment is not accepted on time, you will receive a notification, and your dates will be available for others to book.

### **What kind of payments do you receive?**

You will receive an invoice along with a link via email/text that will guide you to pay with your credit, debit, or bank. We also accept Venmo.

### **I am interested in using your service. Where do I go to book with you?**

That's great! We look forward to meeting you all. You can give us a call or text us with your inquiries at 603-688-6078 (**we prefer you text us so we can answer you quicker**). If you prefer email, you can contact us at [contact@reservation4paws.com](mailto:contact@reservation4paws.com).

If you have any other questions or concerns, you can reach out to us through email.