



## Welcome!

Thank you for your interest in our services! We understand that hiring a stranger to come into your home presents itself with some challenges (and a bit of anxiety), especially if you've never used pet sitting services before. Pawriffic Pet Sitting Services want to assure you that we treat every pet like they are members of our own pet family and will conduct ourselves and our business in a manner that will leave you with the peace of mind and confidence you need when trusting your pets to the care of someone other than yourself.

Pet sitting is what we do and we strive to do it better than any other pet sitter, kennel or caregiver available. The greatest accomplishment for us other than having healthy happy pet clients is not the customer testimonials and words of praise, but the referrals and recommendations that existing clients give to their friends and family! This act alone lets us know we're doing our job and doing it well.

Whether you've used a professional pet sitter before or just "checking us out," there are several things you can expect from us:

1. **Quality care.** Why hire a pet sitter if you can't expect thorough, high quality care with every visit? We limit the number of pets covered in a "standard" visit and charge extra for additional pets because we know the more pets you have, the more time we'll need to spend with them. The minimum amount of time designated for each service visit is 15 minutes, but we can spend up to an hour each visit (3 hours per day) to ensure your pets get the quality care they need at an affordable price.
2. **Personalized service.** We get to know each pet during our visits and structure our time so that each pet is given attention. Those pets that are a little shy or anxious and choose to hide are not ignored! Every pet is accounted for at each visit and we spend extra time speaking softly and building trust with the shy pets, along with maintaining the outgoing nature of the more confident pets.
3. **Professionalism.** This isn't a hobby for us, it's our profession. We maintain an active business license because we are serious about what we do. We also maintain active liability insurance to provide you with the peace of mind that, even if something goes wrong with our service visits, you're covered and we're taking care of you!



In addition to our core business principles, we abide by a strict code of conduct and maintain the highest level of client confidentiality you can ask for. We take your privacy seriously and don't share your personal information with other clients or anyone without a need to know. We are thorough, systematic and organized - yet efficient, and you see this immediately during our initial consultation. We take this same approach when caring for your pets and this attention to detail ensures no pet is forgotten during our service visits!

### **What you can expect**

When you request service, the first thing we do is build a confidential client profile with your information and information about your pets. We ask a lot of questions up front to determine whether our service is right for your particular needs and whether your pets would benefit from having an in-home pet sitter.

We then schedule an in-home consultation where we meet with you face-to-face and get a chance to meet your pets and get to know them a bit. You can expect our consultation interview to last about an hour but this time varies depending on the number of pets you have.

During our interview we ask even more questions as well as provide a complete overview of our services, pricing and policies. The more we learn about your pets, the better we are able to meet their individual needs.

When you agree to use our services you'll be asked to review and complete several documents. These documents include comprehensive pet profiles, veterinary release forms, a service request and legal agreements. Once we have all the necessary paperwork completed, we accept your deposit and test your key prior to leaving. If you want to save some time during your consultation interview, we've made some of those forms electronically available for you to download and complete prior to your consultation (please email us to provide you an e-copy).

We ask that you provide our contact information to your family, local home owners' association, neighborhood watch captains, local law enforcement, church members or any other people you think would need to know that we are servicing your home and pets.



We will call you two days prior to your scheduled service start date to confirm the arrangements and get any last minute details of your request finalized. This is when you notify us of any issues with your pets that have come up since our last visit such as new medications, etc.

With each visit we provide an update (with photographs) on our Instagram and Facebook Business Pages.

If you need more information or would like to schedule a consultation interview, please call (209) 329-6897. You can also email us at [info@pawrifficpetsitting.com](mailto:info@pawrifficpetsitting.com).

Again, thank you for contacting Pawriffic Pet Sitting Services, we look forward to meeting you and your pet(s).

Jelica Arsenijevic

Owner - Pawriffic Pet Sitting Services