

Can I Get a Ruff Ruff FAQs

Pet Care Services General Questions:

Q: Are you insured and bonded?

A: Yes. We carry comprehensive liability insurance and all sitters/walkers are bonded as well through our insurance carrier Pet Sitters Associates, LLC.

Q: What forms of payments do you accept?

A: We accept cash, check and all major credit cards. We have recently added Venmo and the Cash App as payment options as well!

Q: Do I pay for the service before or after?

A: Payment in full is due before the start of Doggie Adventures, Drop-Ins and Overnight Stays, unless multiple days in a row are needed. Depending on the length of the overnight stay or the amount of drop-ins needed we ask for at least half of the amount due up front and the rest after the service has been completed.

Q: Do you have a referral program?

A: Yes, we do! Refer 3 Friends, once they book and complete the service you will get one service free. (With exception of overnight stays, which we will offer 50% off one night of the stay.)

Q: What hours do you provide services?

A: Drop-in visits are generally between 11:00 am to 7:00 pm, but other times can be arranged. Overnight visits are also available from 8:00 pm to 8:00 am. One drop-in visit is also included in overnight visits from 4:00pm-6:00pm to ensure your pet is not left alone for an extended period of time, for no additional cost.

Our office hours are 8:00am to 4:00pm Monday-Saturday, calling after this time we will return your call as soon as possible.

Q: How often will my pet be checked on?

A: If the owner is not home and a drop in is scheduled instead of an overnight stay, we require dogs to be checked on at minimum every 11 hours. This policy is strictly enforced for the safety of pets.

Q: Do you do off-hours dog walking?

A: Yes, in most situations we can assist, but please contact us to discuss details

Q: What is your cancellation policy?

A: In order to best serve your needs, our cancellation policy is follows:

Doggie Adventure cancellations must be received 24-hour's notice prior to scheduled service, otherwise full fees apply. Occasionally exceptions will be accepted, in some cases there may be no charge if you contact us by 7:30am the day of the Doggie Adventure.

Drop-ins cancelled within 24 hours of services will be charged full price for the visit.

OVERNIGHT STAY CANCELLATION POLICY: Due to the exclusive nature of overnight bookings, our pet sitters must decline all requests for overnights that coincide with the dates you have booked. Therefore, we charge a \$30 per night cancellation fee, if the service is cancelled 72 hours or less prior to the first night of the stay.

Holiday Visit Cancellations: Please understand we are very busy for all holiday visits and have to turn down some people and if visits are canceled in the last few days prior to service. Any cancellation within 1 week prior to the first night of the overnight stay, will be charged a 50% charge and within 3 days 100%. Drop-in Visits require 24-hour's notice, prior to the scheduled service, to avoid being charged for 100% for the visit.

Q: Do you charge a holiday fee?

A: Yes, we do. We pet sit 365 days a year. We do charge a holiday fee of \$10 per visit on the following holidays: New Years Eve, New Years Day, Easter, Mothers Day, Memorial Day, Fathers Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day. We do not schedule doggie adventures on these days, but we can provide drop in service with adequate notice.

This is a way for us to reward our pet sitters who are giving of their holiday time.

Q: What is your privacy policy?

A: Can I Get a Ruff Ruff, LLC will safeguard the confidentiality and security of the information we obtain from you. We are committed to protecting your privacy. We use the information we collect for the purpose of your pet's visits and walks only. This notice describes our privacy policy as it relates to the collection, protection and disclosure of such information resulting from payment transactions and client registrations and profiles.

The payment information provided by you Can I Get a Ruff Ruff, will be stored in a confidential manner.

Q: Can I be assured of same pet sitter each time?

A: We will try our best to arrange the same sitter each time. However, if the sitter is not available then a fully informed substitute sitter will be available for back up. All of our staff are trained and you can rest assured that anytime you need pet care service a fully trained and informed Can I Get a Ruff Ruff, LLC sitter will provide the highest quality care.

Q: Do you offer any sort of satisfaction guarantee?

A: Your pets will be cared for just the way you specify and be treated as one of our own. We will guarantee this every time! If you are not 100% satisfied with the service that was provided, we will be happy to address your concerns. We believe in lasting client relationships, so our service is only complete when you return home and are completely satisfied.

Q: Do you board pets?

A: Unfortunately, we do not board pets, however we do provide daily visits or we can stay the night with them in your home! We believe pets are much happier in their own home without the stress of a new environment.

Q: I have never used an overnight pet sitter before; can you tell me a little bit about this service?

A: We offer an overnight visit from around 8:00pm to 8:00am. Overnight visits give you peace of mind of knowing that your home and pets are being looked after. We guarantee your pets will be given extra love and attention and be treated like our own. One drop-in visit is also included from 4:00pm-6:00pm to ensure your pet is not left alone for an extended period of time, for no additional cost. We then will come back for the night between 8:00pm-10:00pm for the remainder of the night.

Q: What happens if I did not leave enough food for my pet(s)?

A: We will notify you that there is not enough food so that you are aware and perhaps you have more food in another place in your home. If we do need to make a special trip to purchase food we will do so at no additional charge other than the cost of the food, unless the store is more than 5 miles from your residence.

Q: My pet needs medicine. Can you administer the medicine?

A: Yes, most of our staff are trained to administer oral and topical medication. Please contact us to check availability of a specially trained staff to administer injections.

Q: May I give my pet sitter a gratuity?

A: You are more than welcome to give your sitter a gratuity if you wish. You may either give it directly to your sitter or it can be added to your invoice. Either way, 100% of the gratuity will go directly to your sitter.

Q: How do I set up service?

A: Send us an email, text us, or call during office hours (Monday through Saturday 8am to 4pm) to arrange a complimentary meet and greet. During this time, we will meet you and your pet and discuss individual needs and the type of service requested. We will then answer any questions you may have about us or our service.

Q: Do you only care for dogs?

A: No, we also care for cats, birds, fish, reptiles, and basically any other type of pet! Drop-ins containing only these pets and no dogs will be charged a discounted rate of \$15 per visit.

Q: Where do we meet for the meet and greet?

A: We come to your home for the meet and greets that way we can meet your dog in his/her familiar environment, learn where food, treats, bowls, leashes, etc. are kept and test your keys you have provided to us. Please have a copy of your dog vaccinations records available, or sign the consent form confirming your dog's vaccinations are up to date.

Q: Is there a limit to the numbers of pets you will care for?

A: There is no limit, but our prices listed for drop-ins include care for up to 2 pets. If you have more than 2 pets, please contact us to discuss details of what you need to ensure the best price possible. Overnight stays price include care of 3 pets, if more than call us to discuss pricing.

Q: What happens if my pet becomes sick or injured?

A: We are committed to taking excellent care of your pets. Should your pet become sick or injured, we will first try to contact you to inform you of the issue, and then we will follow the procedures listed on our veterinary release form.

Q: Will my dog be walked in extreme temperatures or weather?

A: During summer months walks timing will vary depending on the temperatures, most walks will begin at 7am to ensure prevention of heat exhaustion. During severe storms, or if travel conditions become dangerous, we will use our best judgment regarding care of your pets and your home. This includes, but is not limited to altering visit times and feeding schedule. If we are unable to make a house visit we will depend on an emergency contact provided by you at the time of the initial meet & greet. Emergency contact must be kept current and emergency contact must be able to access your home.

Doggie Adventure Questions:

Q: When will Pick-up/Drop-off be for doggie adventures?

A: Depending on the route all dogs are picked up between 8:00AM-9:00AM. The duration of the walk/hike is dependent on the dog's exercise levels, usually lasting about 1 1/2 to 2 hours. Drop off will be between 11:00AM-12:00PM.

Q: What if my dog doesn't get along with other dogs?

A: In most circumstances while hiking/walking most dogs will behave and walk next to other dogs. We have tested this with Bella who tends to be aggressive around other dogs. If you are not comfortable with this then please let us know so we can arrange a separate walker for your dog.

Q: How do I know if my dog is lacking the right amount of exercise?

A: There are hundreds of issues related to lack of exercise, but the most important and most easily noticed are the following: obesity, destructive behavior, excessive barking, constant rough play, restlessness, anxiety, and attention seeking. Now firsthand we both can relate to these issues with our own dogs and cannot stress enough the difference daily exercise has made in our dogs lives.

Q: How much exercise does my dog need?

A: Depending on a dog's breed, size, age and overall health, your dog needs at least 30 minutes to 2 hours of daily exercise. Good exercise uses both mental and physical muscles which can be achieved by exploring a new hiking trail! A tired dog is a good dog.

Q: My dog has behavioral problems. Will you still walk him?

A: Yes! Walking a dog will allow him to become more socialized and accepting of new situations and environments which help to build self-confidence. This in return allows the dog to improve a dog's behavioral problems one walk at a time!

Q: How will I know how each session went when I am not at home?

A: A doggie report card is left behind after the visit as well as plenty of pictures that can be seen on our social media or sent to you.

Q: Will your service be a good fit for my dog?

A: Boredom has also been associated with behavioral problems. Even if a dog has his own back yard you can't trust him to exercise himself. This service is a great fit for all dogs; we are very familiar with exercise limits and breed restrictions.

Dogs are active by nature, preventing them from achieving the activity level they need can lead to built up frustration. This frustration can be seen in the form of hyperactivity, barking, digging, home destruction as well as anxiety.

Q: Where do you exercise my dog?

A: Depending on the pickup areas we usually go to the closest parks or one of our favorites. Our favorites include: Red Mountain Park, Usery Pass Mountain, Papago Mountain, and Gilbert Riparian Preserve.

Q: How do you transport the dogs to the walk locations?

A: All vehicles used are insured through our insurance policy. Dogs are securely buckled in with dog seat belts to ensure their safety.

Q: My dog can be aggressive with other dogs or people and he has to wear a muzzle; can you still walk him?

A: Yes, but we need to be made aware of this in the initial meet and greet to ensure we have a separate walker for him.

We reserve the right to refuse service to any person, for any reason.