

How does it work and what to expect:

- You can contact us through the website with your trip dates, this will allow us to check availability and schedule a onetime meet&greet. Upon conclusion of date and time, you will receive a pay link to reserve your meet&greet. This is a flat rate of (\$35). The meeting usually takes 30 mins to an hour. This will not be required for future bookings.
- An additional deposit of \$100 is required on lengthy assignments (longer than 3 days) as well as for first-time clients. (Your dates are not considered confirmed until we receive the deposit and the meet&greet payment) Deposits will go towards the total amount due but are nonrefundable in the event of cancelation due to the time being blocked out for your scheduled trip.
- You will be assigned a sitter based on your needs, and/or by request (based on availability) Once your pet is assigned to someone, this will generally be your sitter for any future bookings! This makes things a lot easier! However, you may meet up to two pet sitters during your meet and greet (Just in case an emergency arises)
- You will receive a text confirmation the day of or before to discuss any more details such as address.
- On the day of the meet and greet, the sitter will arrive at the scheduled day/time to go over your care preferences and get to know your pet in their space so that everyone is comfortable. You'll be able to go over things such as documentation, your travel plans, schedule, routine, feeding, likes and dislikes, payment arrangements, vet information, sleeping arrangements and exchange contact information.

- You will have direct contact with both the owner and your sitter throughout the process (typically through a group text to allow collaboration if necessary)
- If your pet will be staying at your sitters home, you will meet them there! your pet will feel much more comfortable if you join them the first time!
- For the sitters home option, although they can be provided, please feel free to bring anything that would make your pet feel comfortable! Blankets, toys, dishes, beds or even a shirt that smells like home!
- During your pet's booking, we are on-call for any of your pet's needs, so direct and regular communication from your pet sitter is maintained from the time you leave until you arrive home, communication includes updates, photos, videos and any questions that may arise.
- On the day of your arrival home, your pet sitter will stay until the agreed time and let you know when they are leaving, should travel plans change or become delayed, it is important to update your sitter as soon as possible so we can adjust scheduling.
- Two forms are required to be filled out and signed at the time of your meet&greet, these can be emailed to Chani@raisethewoof850.com or printed out and given to your sitter. One is the terms&conditions, the second is the client/pet intake.