

NEW HAVEN PET SITTING COMPANY...



Where Pets Are Friends!

FREQUENTLY ASKED QUESTIONS FOR NEW CLIENTS:

Please note that your booking is confirmed only after you've had the consult and I have your keys, deposit and paperwork.

I'd like to book your services. What do I need to do?

Please text, call or email me with your requested dates, your address, and the number of visits/day that you wish to book for your pet. Availability is on a first come/first serve basis.

You've told me that you're available for my dates. What do I do next?

Please go to the FORMS section. Print and fill out the following forms: Pet Owner, Pet Form for each pet, Veterinary Release Form, and Contract. Also, please obtain 2 sets of keys. The first key will stay on my keyring during the pet sit. The second will serve as a backup just in case something happens to the first key.

We will need to schedule a consult that will last about 30 minutes. We will review all forms. I will also secure a 50% deposit for your booking. Once I have your paperwork, keys, and deposit in hand, your booking will be complete.

Can you schedule same day visits for new clients? What about visits within 72 hours?

Probably not, but it never hurts to ask. The New Haven Pet Sitting Company is an owner/operated business. I do not subcontract and therefore have a consistently busy schedule that usually does not allow me to schedule new clients on a last minute basis. Booking 2 weeks out is usually sufficient, with the exception of holidays. Sometimes I can schedule same week bookings, but it depends on the week.

How do you schedule your clients?

Dogs always take first priority in the morning and last priority at night. Cats on medication take second. Non-medicated cats are seen until I begin my midday dog walks. Cats that haven't been seen in the morning are seen after the midday dogs. (This often occurs during heavily scheduled holidays or summer weekends. Cats scheduled for twice a day are usually scheduled for approximately 9AM and 5PM, 8 hours apart. Only dogs are seen after 6 PM.

Most of my clients are either in Westville or East Rock/downtown, although I do see pets midtown, Beaver Hills and the Dwight neighborhood. Once my schedule has been set for the day, I look at whether or not I have dogs, cats requiring medication or cats scheduled twice a day. I see those clients first, based on order of preference, and then continue to see to any scheduled cats in the nearby areas. Depending on whether or not I have multi-visit dogs and/or cats scheduled, I often make three loops from Westville to East Rock every day.

HONEST. DEPENDABLE. COMPASSIONATE CARE.

WWW.NEWHAVENPETSITTINGCOMPANY.COM

Email: newhavenpetsittingcompany@gmail.com

1-203-441-PETS

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Do you work every day? What are your hours?

Technically, I work 365 days a year. My regular working hours are 9 – 5, although I do make exceptions for dogs as well as cats requiring medication. I do take two weeks off where I close my business entirely. Other than that, I usually work 7 days a week, although I recognize that not having one day off in a 2-3 month period is not sustainable. This being said, I do take off the occasional weekend, so if you're interested in me caring for your pet, it's in your best interest to schedule a few weeks in advance.

If you're so busy, why don't you hire someone?

I'll be honest. I go into my clients' homes. That alone is a huge responsibility. And a liability. Furthermore, I am responsible for their pets, and all associated pet care, which is also a huge responsibility and a liability. After nearly three years in the business, I have encountered homes in which the back door was wide open when I arrived, I have taken two cats emergently to the vet due to illness, and I have seen system failures from a failed refrigerator to unexpected basement flooding. I have provided keys to clients who have been locked out of their apartments and been part of a search and rescue team for dogs who have gotten loose from their owners. I have triaged numerous non-emergent care situations from a teary, closed eye to a cat not using the litter box for 24 hours. Basically, I have experienced countless scenarios that have arisen just because things don't always go right and I have had to consistently problem solve and make timely decisions. When I tell people that I run a pet sitting business, I usually get all smiles and they tell me wistfully how much they would love to have my job. However, in addition to working with great pets, there is always so much more that people don't see, unless they're the ones who have had the emergency. This job, while centered around providing great pet care, is so much more. While it is possible that I may one day hire someone to come on board, it is highly unlikely at this point.

Why should I choose your company over Rover.com?

I believe that trust is everything. From the moment that you and I connect, we begin to build a relationship. I will be there when I say I will be there, and I will respect you, your pet(s), and your home as if it were my own. I will provide updates in the form of a text or email with every scheduled visit. The New Haven Pet Sitting Company is my full-time job. The New Haven Pet Sitting Company is my business. Consequently, I treat every scheduled visit with the commitment it deserves. It is my goal to have every client feel secure in the knowledge that their pet(s) will be well cared for in their absence. I always encourage all questions and feedback, and strive to respond in a timely manner. I won't compare my service to that of anyone else; I can only tell you how I choose to operate my business and the standards that I set for myself. You can decide for yourself what works best for you and your family.

Any other questions?

Just ask. I'm always happy to answer any questions, and you'll never know unless you ask.

***References available upon request.**

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