

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 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, and Veterinary Release Form. Also, please obtain 2 sets of keys that I can take with me after the consult. 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. The ONLY exception to this key requirement is if you have an electronic keyfob or electronic door lock. If you have a residential electronic door lock, you must also have a backup key onsite for emergency purposes.

We will then need to schedule a consult that will last about an hour. 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 a one person 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.

How do you schedule your clients?

Cats and other pets scheduled twice daily take first priority, and are usually scheduled between 8AM - 9AM and 4PM -5PM, approximately 8 hours apart. All other cats are seen shortly thereafter until I begin my regularly scheduled midday dog walks. In the rare event that a cat has not been seen in the morning, they are seen after the midday dogs. I will update you if and when a visit has been delayed.

Most of my clients are either in Westville or East Rock/downtown, although I do see pets nearly everywhere in between, including midtown, Beaver Hills and the Dwight neighborhoods. 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 then set my schedule around them, fitting in everyone else before, after, and in between based on respective locations. Appointments with a start time before noon are referred to as morning appointments.

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?

When I first started my business several years ago, I worked almost 365 days a year, but understandably, that got to be too much. I now take a couple of weeks off per year along with one 4 day weekend off per month. My regular work hours are usually between 9 – 5, 7 days a week. I have found that this work schedule works well for most people. However, as I run a one person owner/operated business, our OFF dates might conflict, so if you're interested in having me care for your pet, it's in your best interest to try to schedule several weeks in advance so I can let you know whether or not I'll be available for your dates.

Why don't you hire someone so you can provide full time coverage?

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 seven 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. I have seen system failures from a failed refrigerator to unexpected basement flooding due to weather. 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 cat with a teary, closed eye to a cat who had not used the litter box for 24+ hours. Basically, I have experienced countless scenarios that have arisen just because things don't always go as expected, as is life, and I have had to subsequently problem solve all sorts of unanticipated situations and make timely decisions accordingly. Whenever I tell people that I run a pet sitting business, I usually get all smiles as they wistfully tell me 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 I've directly managed. This job, while centered around providing great pet care, is so much more on any given day. At the end of the day, everyone who hires me knows who's going to show up and knows who is accountable for the work contracted and delivered.

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 and 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.

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