

HOW TO SET UP PET CARE



Step	TASKS
1	Complete the Intake Form located on our website at least 1 week prior to your needed pet care dates.
2	We will send you some information about our pet care service via email, including a link to schedule your Meet & Greet (M&G) online. Please ensure that you read this email so that you are best prepared for the meeting.
3	Have 2 house keys made and ready to provide on the day of the scheduled M&G. You may also choose to use keyless entry or a lockbox, but please have a backup in place in the event of any malfunctions/emergencies!
4	Note any questions or concerns you may have regarding services so that they can be addressed at the meeting.
5	We will arrive approximately 5-10 minutes early (circumstances permitting) for the scheduled M&G, with at least two team members (if available).
6	During the M&G we will go over pet details, locations of supplies, and locations of home care items (thermostat, water shut-off, plants, supplies etc.). This will take about 30-minutes.
7	Upon conclusion of the service, we will collect the keys made for access to the home. Then within about 24-48 hours later, your account will be activated in our pet sitting software, "Time to Pet" (TTP). Here you will then enter additional details; personal, home and pet details. It's recommended you download the TTP app for a better user experience.
8	Depending on pet care dates/times previously provided, it may already be entered in the software for you to review. Please review and promptly make your required deposit payment to secure dates. If care dates/times were not entirely set, please request them through the software and then make your required deposit payment once approved.
9	Keep us updated on information and any changes leading up to your departure and prior to your return of your scheduled travel. This helps to eliminate any interruptions, unnecessary visits resulting in additional charges, or any accidental scares with a pet sitter walking in the home with owners returned from their trip early!
10	Finally, enjoy your trip! We will take over pet and home care while you're away, keeping you updated with each visit through the software. You will get fun photos of your pets and detailed updates including GPS tracking.