

## FAQ

Here are some questions and answers that we have been asked in the past

When you walk my dog do you walk it with a group of random dogs?

Is the 203 Pet Service staff certified in pet CPR & First Aid?

Who will be caring for my pet(s)?

How are gratuities handled?

What is the 203 Pet Service Guarantee?

Is 203 Pet Service insured and bonded?

How many times a day should I have a pet sitter visit my pets?

## **When you walk my dog do you walk it with a group of random dogs?**

At this time we only provide private walks. If you have multiple dogs in your household we can walk them together, however we do not do group walks with other people's dogs.

## **Is the 203 Pet Service staff certified in pet CPR & First Aid?**

Yes. Not only is the staff certified in pet CPR and first aid, Jason Hofmann is a certified Pet Tech® CPR & First Aid instructor. For more information about the four hour Pet Tech® CPR & First Aid classes go to [www.MyPetFirstAid.com](http://www.MyPetFirstAid.com).

It's important to note that not all pet first aid programs are created equal. Some people claiming to be pet first aid and or CPR certified really aren't. There are some online pet CPR & first aid pet programs that take minutes to complete and have no hands on training. Even some well known health organizations offer certifications that don't expire, and take a little more than an hour to complete.

## **Who will be caring for my pet(s)?**

In addition to the owner of 203 Pet Service, we have six pet sitters on staff who provide exceptional pet and home care. Our pet sitters have gone through an extensive screening and training process including background checks. During your initial consultation you will meet with Jason. In most cases, Jason will introduce your sitter to your pet and go over the animal's routine. In order to compensate for staff time, please note that there is a 10.00 service charge for any additional meetings beyond the initial consultation.

## **How are gratuities handled?**

While you are in no way obligated, gratuities are graciously accepted and may be offered directly to your pet sitter. If you would like to include a gratuity with your payment it will be passed along to your sitter.

## **What is the 203 Pet Service Guarantee?**

203 Pet Service absolutely, positively guarantees your

satisfaction with every service we provide. Simply make us aware of any dissatisfaction, within 15 days of service, and we'll make it right. It is that simple.

## **Is 203 Pet Service insured and bonded?**

203 Pet Service is fully bonded and insured, and proud members of Pet Sitters International. As a member of PSI, the largest governing organization in the pet care industry, we are required to abide by the highest standards. We take responsibility for your pets and possessions when in our care. Your property and your pets are fully covered.

## **How many times a day should I have a pet sitter visit my pets?**

Three visits a day for dogs. They are social animals and need care and companionship. And they need to pee somewhere other than your rug. Clients who choose less than three visits will be charged an extra fee for each accident we clean up. We will not do, nor do we condone, one visit per day.

One visit per day for cats is usually sufficient. We do not do every other day cat care.