



# Service Guide

## In-home Pet Sitting Services

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# **Pet Sitting Services**

## **Introduction**

Our pet sitting service offers flexible care options designed to fit your busy lifestyle. We believe pets thrive best in their own home environment, which is why we provide both in-home check-in and live-in pet sitting services tailored to your pet's specific needs. With our experienced and dependable team, you can leave with peace of mind knowing your furry family member is cared for in the place where they feel most relaxed.

## **Service Options**

- Welfare Check In
- Live In

## **Service Notes**

Pricing/sitting options are based on your pets allocated Level.

- Level 3 - Cats and any other animal
- Level 2 - Easy going adult dogs
- Level 1 - Puppies, Kittens, Dogs with any behavioural/medical considerations

Level 2 & 3 pets can be cared for by general staff or Ayla.

Level 1 pets are cared for by Ayla only.

## **Benefits of Our Services**

- Private Care
- Boarding services aren't always the best option for your pet and can cause them extreme stress, at home care should not be underestimated.
- We can look after all your pets instead of using multiple boarding services for your various pet types.
- Consistent and safe care is always provided.
- Experienced staff
- Your home is not left vacant, or we can check on it frequently while you are away.
- Save money compared to Boarding/kennels!
- When overnight care is not necessary, Save more money!



## Welfare Check In

### Service Purpose

This service is used when your pet doesn't need overnight care but simple check ins to ensure their welfare, health, safety, and basic needs are upheld.

### What does this service include?

Ruff trails staff will conduct 1 or 2 visits per day to your pets, where they will:

- Follow the home guidelines established with client.
- Complete general food and water needs
- Clean/tidy pet areas
- Basic pet grooming
- Provide attention and play
- Monitor health and security of pets
- Complete 45min total of canine age-appropriate exercise
- Medication administration
- Staff can perform basic home tasks (bin night, collecting mail/papers)

### Eligibility Notes

- Level 3 - Cats and any other animal – (max 6 consecutive days with exceptions).
- Level 2 – Adult Dogs - (max 4 consecutive days with exceptions).
- Level 1 - Puppies, Kittens, Dogs with any behavioural/medical considerations - (max 1 day).
- Circumstances outside these parameters would require the Live in service.
- Some exceptions may apply depending on your pet types.

### When do other clients find this service useful?

- With easy going pets that don't require overnight care while away.
- Short trips away
- Long office days in which pet needs company/feeding.
- Support for relatives/friends looking after pets.
- Anxious dogs that need company periods throughout the day.

### Service Structure

- For dogs you can choose between 1 or 2 visits per day, totaling up to 75mins of visit time.
- For cats and any other animal type you can choose between 1 or 2 visits per day, totaling 60mins.
- Pricing noted in this document is the per day rate for 1 primary pet. Additional Pets charged at 65% off their Level pricing.

### Pricing/ Service options

Pricing	Primary Pet
<b>Level 1</b>	\$85 (1 or 2 visits totaling 75mins)
Level 2	\$70 (1 or 2 visits totaling 75mins)
<b>Level 3</b>	\$55 (1 or 2 visits totaling 60mins)



## Live In

### Service Purpose

This is our overnight pet care service, in which staff stay at your home overnight and come and go throughout the day. We will look after your pets as if they are our own and provide all the care, love and attention you could want for them while you are away.

### What does this service include?

Ruff trails staff will move in at the agreed date and time quoted for and stay for the duration of your booking. They will:

- Staff will follow the home guidelines established with client.
- Perform General food and water needs
- Overnight Care– Staff will come and go during the day and sleep overnight, staying in your home.
- Clean/Tidy pet areas
- Pet grooming
- Provide lots of attention and play
- Monitor Health and security of pets
- Complete normal Canine age-appropriate exercise
- Medication Administration
- Reinforcement of existing Canine training
- Staff will perform basic home tasks (bin night, collecting mail/papers) –
- Leave home in condition it was handed over.

### Eligibility

- All Pets
- No age considerations

### When do other clients find this service useful?

Customers find this service useful for:

- Short periods away
- Long periods away
- Multiple Pet types
- Anxious dogs that need frequent company.
- More hands-on pets.

### Service Structure

- Pricing noted in this document is the per day rate for 1 primary pet. Additional Pets charged at 65% off their Level pricing.

### Pricing

<u>Pet Level</u>	<u>Primary Pet</u>
<b>Level 1</b>	\$90 per day
Level 2	\$65 per day
<b>Level 3</b>	\$50 per day



## **Booking These Services**

### **New Clients**

Simply go to the Pet Sitting Website page and submit a quote request at the bottom of the page.

- A quote will be provided
- You will complete Client Registration forms
- Member Online Profile approval
- We will book a Pre-service Meet – we will complete Booking files during this meeting.
- Please also note we may require you as a new client to book a set of walking sessions to build relationships prior to pet sitting services if you have a Level 1 dog.
- Quote is accepted and deposit paid
- Booking Confirmed, Service commences and concludes.
- Final Invoice Paid

### **Current Members**

Simply go to the Book Online website tab to select the service and request booking. Select that Start date of your service request.

- A quote will be provided
- We will book a Pre-service Meet if you haven't had one in a while/want to update procedures or new staff. We will ensure the Booking files are up to date.
- Quote is accepted and deposit paid
- Booking Confirmed, Service commences and concludes.
- Final Invoice Paid

## **Terms, Conditions & Policies**

- If your home is outside of our service area, fuel charges may be added. These will be included in your quote. Refer to our T&Cs for more info.
- If your dog requires further walking/care time during Welfare Check services, additional walks can be purchased with a 5% discount. You will get more available exercise time included in the price with our Live In services.
- Please review the Terms and Conditions PDF for cancellation, refund, reschedule and all other business policies.

