PET SITTERS IRELAND

LOVE YOUR PETS!

# Considering Using the Services of a Pet Sitter?

Are you wondering what to do with your pets when you travel away?

**Pet owners come to Pet Sitters Ireland because:**

They don't want to ask friends or family members to take care of their pets

They don't want to put their beloved pets in a Kennel or Cattery.

They are looking for the most professional and reliable pet sitting service in town.

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## What Does a Pet Sitter Do?

A Pet Sitter takes care of your pets in your own home. So there is no need to take your pets to Boarding Kennels or Catteries or ask a friend of family member. Instead, your pets get to stay in the comfort of their own home, sleep in their own bed, enjoy their own food and play with their own toys, all while getting the one to one care of a loving Pet Sitter.

We can visit your pets as many times a day as you need, depending on their current schedule. After every visit, we then send you a personalised pet care journal which updates you on the visit and includes photos of your pets enjoying their time with their Pet Sitter.

For your peace of mind we GPS track all visits so we know visits are completed each day. We also have admin staff checking your schedule is completed each day and you have been notified of such. When you travel away using our services you never have to worry whether your pet's and home are safe.

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# Got Questions About Using a Pet Sitter?

We know from talking with 1000's of Pet Owners that these are the most common questions that they ask.

## What Type of Pets Do You Take Care Of?

We take care of all types of pets in your home.

## Can My Pet Sitter Stay Overnight?

Yes, we can stay over with your pets if that is what they need. We have an overnight Pet Sitting service where we can stay with your pets, watch TV with them, take them out for a late-night walk and cuddle up with them at bedtime. Whatever you would normally do in the evening with them is what we would do.

## Who Will My Pet Sitter Be?

Your Pet Sitter will meet with you and your pets prior to using our services. This is your chance to get to know them and make sure that it's a good match for you.

If for any reason, it wasn't a good match then we have plenty of people that are available to take care of your pets and you can meet with someone else.

## Will I Get the Same Pet Sitter Each Time?

Your primary Pet Sitter will be the person who takes care of your pets most of the time. If they are sick, on holidays or have a personal emergency then we will always have a backup Pet Sitter than can take of your pets.

We want your pets to have consistency in their Pet Sitter, but we also realise our Pet Sitters need to take time off sometimes.

One of the benefits of working with a professional Pet Sitting company is that you will never have to worry about whether your Pet Sitter is available as we have lots of Pet Sitters in each area.

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## My Pets Are Very Nervous and Don't Like Strangers – Will They Be Ok?

If your pets are nervous we will take the time to get to know them. We would never force them to make friends with us and instead give them time to get to know us.

Most pets will quickly realise we are there to feed and (if appropriate) walk them. They get used to the new routine and are happy to see us.

The meet and greet is also a great time for them to see us interacting with you. If they sense that you are happy then they will be more comfortable with us.

A very nervous pet will be much happier in their own home and we do everything to make sure that they have a good experience with us.

## Can You Give Medication to My Pets?

If your pet needs medication while you are away we can give that to them. You can update full instructions regarding their medication onto your online pet care profile.

## What If My Pets Get Sick?

If your pet is sick then we would take them straight to your vet. We require your vet's details before visits start so we can make sure we know which vet to contact.

We would also be in regular contact with you regarding updates.

## When Can I Meet My Pet Sitter?

Your first opportunity to meet your Pet Sitter is at the Meet and Greet. This happens before any visits are carried out and is your chance to check that the Pet Sitter is a good match for you and your pets.

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At the Meet and Greet you and your pets will have a chance to get to know Pet Sitter, find out a little more about them and make sure everyone is happy.

It's also a chance for you to go over your pet care instructions – for example, what do you feed your pets, where are the food supplies kept, where do you keep the cleaning supplies etc.

## What Happens If My Pet Sitter Is on Holiday or Sick?

If your Pet Sitter cannot care for your pets for any reason then we will always have a backup in place to make sure your visits can be carried out as normal.

## What Time Will My Pet Sitter Visit My Pets?

When you are ready to book a Pet Sitter then you let us know when you need visits and we can create your online booking to match those needs.

You can have as many visits as you need and we operate 24/7 – 365 days per year.

## How Long Is a Pet Sitting Visit?

A standard Pet Sitting visit is 45 minutes. We do have shorter options for cat-only households.

We have a policy of a minimum of 2 visits per day if your dog is an indoor dog and we require cat only household to have at least one visit every day. These requirements are for the health and safety of your pets.

## How Will I Know My Pets Have Been Visited?

We monitor all visits via our online booking system. The system uses modern GPS technology to track the arrival and departure of all visits. You will also receive a pet care journal after every visit with pictures of your pets.

If at any stage, you have a query over your visits then you can

contact the office at any stage and we will be happy to update you on the status of them.

You can also check via our online system the status of your visits.

## Will I Get Updates from My Pet Sitter?

After every visit, we send you a Pet Care journal to let you know that your visits have been completed and your pets are safe and your home is secure. You also receive pictures of your pets as part of the journal.

## Will You Walk My Dog When You Visit?

Each visit includes a Dog Walk if required. You can let us know where you normally walk your dog and for how long during the meet and greet.

You can also update these details on your booking and specify which times of the day you would like them to be walked.

## What If I Need to Extend My Trip or I Am Delayed?

If you need extra visits at the end of your schedule that we can accommodate that.

One of the reasons we never put your keys back through the door on the last visit is just in case you are delayed and need an additional visit.

## What If I Want to Ask a Question While I Am Away?

You can contact the office via phone or email at any stage of your trip and someone will be able to assist you.

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## Do I Need to Give You a Key to My House?

We will need a key to access your home, much like you might give a key to a cleaner or an electrician to carry out their work.
Your key will never be marked with your address and only a secure code system is used. Any details given to us are held on a secure server which only Pet Sitters Ireland can access.

## How Much Does a Pet Sitter Cost?

The cost of Pet Sitting visits depends on the time of day and frequency of the visits. For an up to date quote please contact us on 1800 30 30 10 or email via the contact form and we will be happy to outline the options available to you.

## How Do I Book a Pet Sitter?

All bookings can be done online via our website www.PetSittersIreland.com or we can take bookings over the phone at 1800 30 30 10.

If you are booking last minute you will need to call the office to book.

## How Can I Pay for My Pet Sitting Visits?

Your visits will be billed via our online booking system and payment can be made online via debit or credit card.

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Want to book our pet Sitting services or have more questions for us?

**Get in touch today via the website at www.PetSittersIreland.com or call us on 1800 30 30 10.**