

Corks Critter Care™

BEFORE YOU GO PACKET



FOR CALGARY PET OWNERS



Corks Critter Care™

Copyright © 2024
All rights reserved.

All rights reserved. No part of this book, “BEFORE YOU GO PACKET”, may be reproduced or transmitted in any form by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without written permission from the publisher.



By using this document, you agree to the Terms & Conditions posted [here](#).

For more information, email:
corrine@corkscrittercare.com



Hey, there :)

Meeting you and your pets was delightful! Checklists are provided to enhance your trip preparation and aid your sitter. Ensure your pets' special needs, health, and safety are documented and well-provided for during your absence. Your cooperation in providing necessary information and preparation is essential for us to prioritize your pets' health and happiness.



We look forward to caring for your home and pets.
Licenced, Insured & Bonded since 2000.



CCC BEFORE YOU GO PACKET CONTAINS:

05

Onboarding Forms (via CCC Pet Care App).

06

Pet Information Pack

07

4 Important Safety/Security Checklists

08

Suggest leave out checklist for Pet Sitter

09

Additional Information



1. ONBOARDING FORMS TO BE COMPLETED BEFORE YOU GO

Client Information - fill out in its entirety
To find go to your pet care portal dashboard.

Pet Information - Fill out 1 form for each pet. and fill out in its entirety.

Vet Notification- please sign and date and print a copy for your vet to have on file (in your portal file folder).

Permission To Administer Medications - please sign and date

Apartment Authorization - please date, sign and print a copy for your building personnel.

Locksmith Notification - sign and date.

Pet Guardianship - please complete details, sign and date.



Thanks for choosing us! Refer a friend, mention your referral, and both receive a \$25 service credit from Corks Critter Care. 😊

2. CREATE A PET INFORMATION PACK

LEARN HOW HERE



3. COMPLETE 4 IMPORTANT SAFETY/SECURITY CHECKLISTS



Tips to “Pet Proof” Your Home



Crime-Deterrence-Tips-to-Secure-Your-Home



How-to-Get-the-Most-From-Your-Pet-Sitting-Service



A-Pet-Owners-Checklist

4. SUGGESTED LEAVE-OUT CHECKLIST

THESE ARE ITEMS TO LEAVE OUT FOR THE PET SITTER TO USE DURING THE VISITS

- Update Client and Pet Forms from your orientation visit
- Complete Veterinary Instructions & Release Form.
- Provide trip details, hotel info. Inform about home visitors.
- Leave a concise Pet Sitter Note in the app: feeding, medications, watering plants, potty breaks, cleanup details, and mailbox key specifics.



5. ADDITIONAL INFORMATION

VISIT OUR WEBSITE TO LEARN ABOUT OUR OTHER [POLICIES AND TERMS OF USE.](#)

SCHEDULING POLICY

- To schedule or cancel, use CCC Pet Care p or call 403-807-6866 during office hours.
- Reservation confirmed upon payment receipt via email.
- Last-minute services available with payment.
- 📝 \$10 fee for <24hrs notice.

NOTIFICATION OF CLIENTS RETURN POLICY

- Inform us via Pet Care App, email, or voicemail; otherwise, client is responsible for any charges. Messages left aren't confirmations. Explore our website for detailed cancellation policies.

CANCELLATION POLICY

- Strict no-overbooking policy; charges for visits without proper notice. Mid-Day Dog Services need 24hrs notice, Pet Sitting requires 48hrs, and Overnight Pet Sitting demands 7 days. Confirmation via email. Charges for visits without proper notice; cancellation confirmed only with email confirmation.



Contact Us:

Stay connected with your pet sitter through your private client portal [pet care app](#), or call Corks Critter Care office at 403-807-6866. We strive to return calls within the day (9 am - 5:00 pm), but if not, please retry. Emails are welcome.

Important Notes:

1. Plant Care: We try our best but aren't responsible for wilted or unhealthy plants.
2. Disaster Preparedness: Make evacuation arrangements for pets in case of emergencies; we'll do our best but can't guarantee safety.
3. Secured Areas: Pet-proof your home, including fences and gates; we're not liable for injuries.
4. Safe Access: Ensure safe access to your home, especially during inclement weather; additional clearing services may incur fees.
5. Feedback: Share comments on our services for valuable feedback, and we may ask to use them as testimonials with your permission



REFERRAL PARTNERS:

Clients often refer others, creating a network of mutual support. Let me know if you hear of someone needing pet care, and I'll do the same for you.

KEYS:

Leave a note if you want the key left or stored. Returning the key incurs a fee.

PAYMENTS:

Please remember that payments are paid in full before the services begin or on the first day that the services begin.

EMAIL:

Stay updated through email. Call or email upon your return.

Important: Call Cork, email or online through your pet care app when you get back home. Do a headcount before you leave. Make sure all animals are accounted for.

I am looking forward to looking after your home and pets. Thank you again for choosing Corks Critter Care. Enjoy your time away!

Sincerely,

Corrine Bray (RVT/AHT/CPPS/CPFF)

Website <https://corkscrittercare.com>

Phone 403-807-6866

HAVE A FUN AND SAFE TIME AWAY CALGARY PET OWNERS



LET'S CONNECT

Feel free to like
and follow our
social medias.



<https://corkscrittercare.com/>

BEFORE YOU GO PACKET



HOME & PET SITTING.