

## BEFORE YOU GO PACKET



FOR CALGARY PET OWNERS



### Corks Critter Care

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For more information, email: corrine@corkscrittercare.com

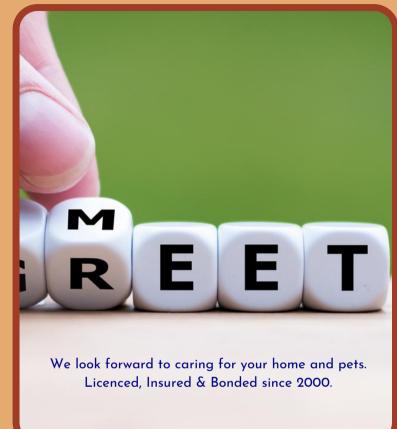






# Hey, there:)

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.





https://corkscrittercare.com/ Pg. # 3

## CCC BEFORE YOU GO PACKET CONTAINS:

- Onboarding Forms (via CCC Pet Care App)
- O6 Pet Information Pack
- 4 Important Safety/Security Checklists
- Suggest leave out checklist for Pet Sitter
- 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.

<u>Vet Notification</u> – please sign and date and print a copy for your vet to have on file (in your portal file folder).

<u>Permission To Administer Medications</u> – please sign and date

<u>Apartment Authorization</u> – please date, sign and print a copy for your building personnel.

Locksmith Notification - sign and date.

<u>Pet Guardianship</u> – 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



<u>Crime-Deterrence-Tips-to-</u> <u>Secure-Your-Home</u>



<u>How-to-Get-the-Most-From-</u> <u>Your-Pet-Sitting-Service</u>



**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 detals, 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 <u>pet care app.</u> 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 <u>pet care app</u> 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



https://corkscrittercare.com/

# LET'S CONNECT

Feel free to like and follow our social medias.















https://corkscrittercare.com/

### BEFORE YOU GO PACKET





HOME & PET SITTING