

Corks Critter Care™

# CLIENT WELCOME PACKET

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<https://corkscrittercare.com>

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For more information, email:  
[corrine@corkscrittercare.com](mailto:corrine@corkscrittercare.com).

<https://corkscrittercare.com/>





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# HELLO & WELCOME!

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Thank you for choosing Corks Critter Care (CCC) for your home and pet care needs. Since 2000, we've been dedicated to providing the best quality in-home pet care in Calgary and beyond. Our mission is to treat your pets as if they were our own, enriching their lives and yours with top-quality services. We strive to make pet care easier and less stressful. We want to enrich your pet's life by giving them top quality care that we are known for and are trained to do.

Whether your absence is short or extended, Corks Critter Care understands the need for a reliable caretaker for your pets, property, and belongings. Opting for professional home and pet sitting eliminates the hesitations often associated with relying on neighbors or friends. Our tailored services accommodate diverse situations, including irregular work hours, unforeseen life events, or caring for special needs pets. From new puppies to senior or recovering pets, we provide the extra care and attention they deserve. With Corks Critter Care, we offer a range of convenient services to ensure your pets receive the care they need, even during challenging circumstances.



WE LOOK FORWARD TO CARING FOR YOUR HOME AND PETS!  
LICENCED, INSURED & BONDED SINCE 2000.



HELLO, MY NAME IS

**CORRINE BRAY**



WEBSITE

[CORKSCRITTERCARE.COM](http://CORKSCRITTERCARE.COM)

PHONE

403-807-6866

EMAIL

[CORRINE@CORKSCRITTERCARE.COM](mailto:CORRINE@CORKSCRITTERCARE.COM)



**MY PETS**

**ABOUT ME**

Corrine, a seasoned Registered Veterinary Technologist/Animal Health Technologist/Professional Pet Sitter/DogWalker with a remarkable 28-year career. She's a trusted authority in pet care, blending experience from veterinary clinics and universities. Established in 2000, Cork's Critter Care offers top-tier pet sitting, dog walking, and pet care services in Calgary AB.

My pets are 3 dogs; 1 Chihuahua cross, 2 German Shepherds and an affectionate feline who reigns over our home.

**MY MOTO**

"I have owned and cared for animals all my life and you can be assured that I will care for your animals as if they were my own"

**FUN FACTS:**

The most intriguing and demanding animal I had the privilege of caring for was the African Green Monkey.

I'm obsessed with Paws: all species

I'm a Pickleball diva:  
Surprise moves guaranteed.

**FAVOURITE ANIMALS**

*Horses*

*Cats*

*Dogs*



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## **Welcome to CCC**

A curated guide tailored for you and your pets. From vital details to special care instructions, your go-to companion for a personalized and stress-free pet care journey.

**04**

## **About Us**

With years of experience and a passion for animals, Cork ensures your furry friends receive the love and attention they deserve. Welcome to a world where your pets are treated like family!

**07**

## **Resources**

From helpful guides to informative articles, explore valuable insights that empower you to provide the best care for your furry friends. Enhance your journey as a responsible and informed pet owner with CCC.

**08**

## **The Process**

From initial consultation to personalized care plans, our streamlined process ensures a stress-free experience. With clear communication, convenient scheduling, and a dedicated team, entrust your furry friends to us and enjoy a smooth and worry-free pet care journey



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## Client Portal

Explore the Corks Critter Care Client Portal for easy booking, seamless communication with your sitter, and essential pet care details. Enjoy the convenience and personal touch, all in one place!

09

## Pet Care App

Explore convenience with the Corks Pet Care App—manage services, communicate seamlessly, and elevate your pet care journey stress-free.

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## Top 10 FAQ

From services to scheduling, find essential information to make your pet care experience smooth and worry-free. Explore our FAQs for valuable insights and enhance your journey as a responsible pet owner.

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## Orientation Initial Visit Prep Work by Client

Complete essential prep work to familiarize your pet sitter with your home and pet details. Set the stage for a seamless partnership by completing the Orientation Initial Visit Prep Work as a valued client.



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# RESOURCES

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## [Corks Critter Care Website](#)

Your go-to destination for premium pet services. Explore our offerings, from tailored walks to expert pet sitting.



## [What We Will Cover in our In-Person Orientation Initial Visit](#)

Discover the key topics we'll explore, ensuring a thorough understanding and a successful start to our collaborative experience.



## [CCC Policy and Terms of Use](#)

Navigate the rules with ease! Dive into Cork's Critter Care (CCC) Policy and Terms of Use. Clear guidelines for a seamless and secure pet care experience.



## [CCC Pet Care App Presentation](#)

Manage services, connect with your sitter, and access vital info—all in one user-friendly app. Elevate your pet care journey with the convenience of CCC Pet Care App!



# OUR PROCESS

01

## CONTACT US

You've taken the first step by contacting us! After filling out the registration form, let's schedule your [Initial Orientation Visit](#) before your departure to meet you and your pet.



02

## THE INITIAL ORIENTATION VISIT

An in-person meet & greet with pet and owner prior to contracted service with a key pickup/payment agreement. Click to [learn more](#)



03

## COMPLETE FORMS (FOR CLIENT AND PET INFORMATION)

Before you go, make sure to complete all forms Cork provides you to ensure proper care for your home and pet.



04

## SCHEDULE SERVICES!

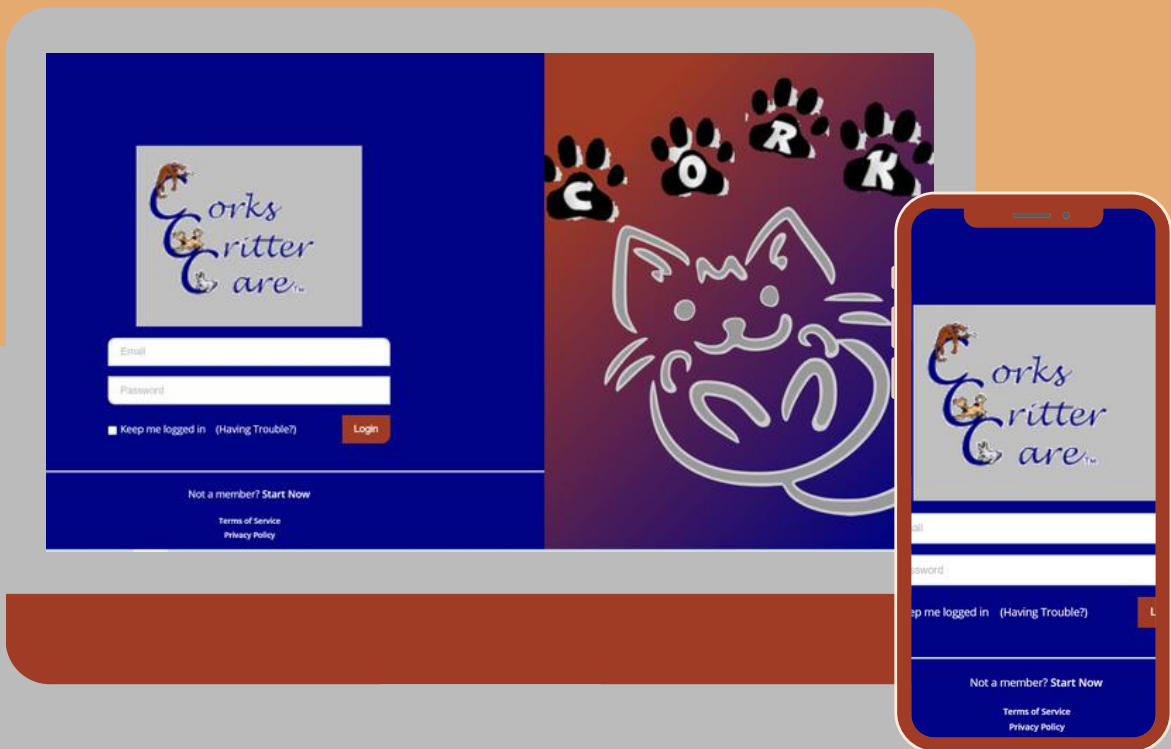
Access our 24/7 online portal for seamless pet care management. Request, schedule, pay invoices, and more—all in one place. Call us during office hours for assistance.





# THE CLIENT PORTAL OF OUR PET CARE APP

All client and pet paperwork, booking requests, invoices, cancellations and other communication will be done from the convenience of your client portal. See following page for important tutorials on how to use the software. You can access this portal online from anywhere in the world through your PC, tablet, or cellphone.



Create an Account

Cancel a Booking

Update Info.

Pay an Invoice

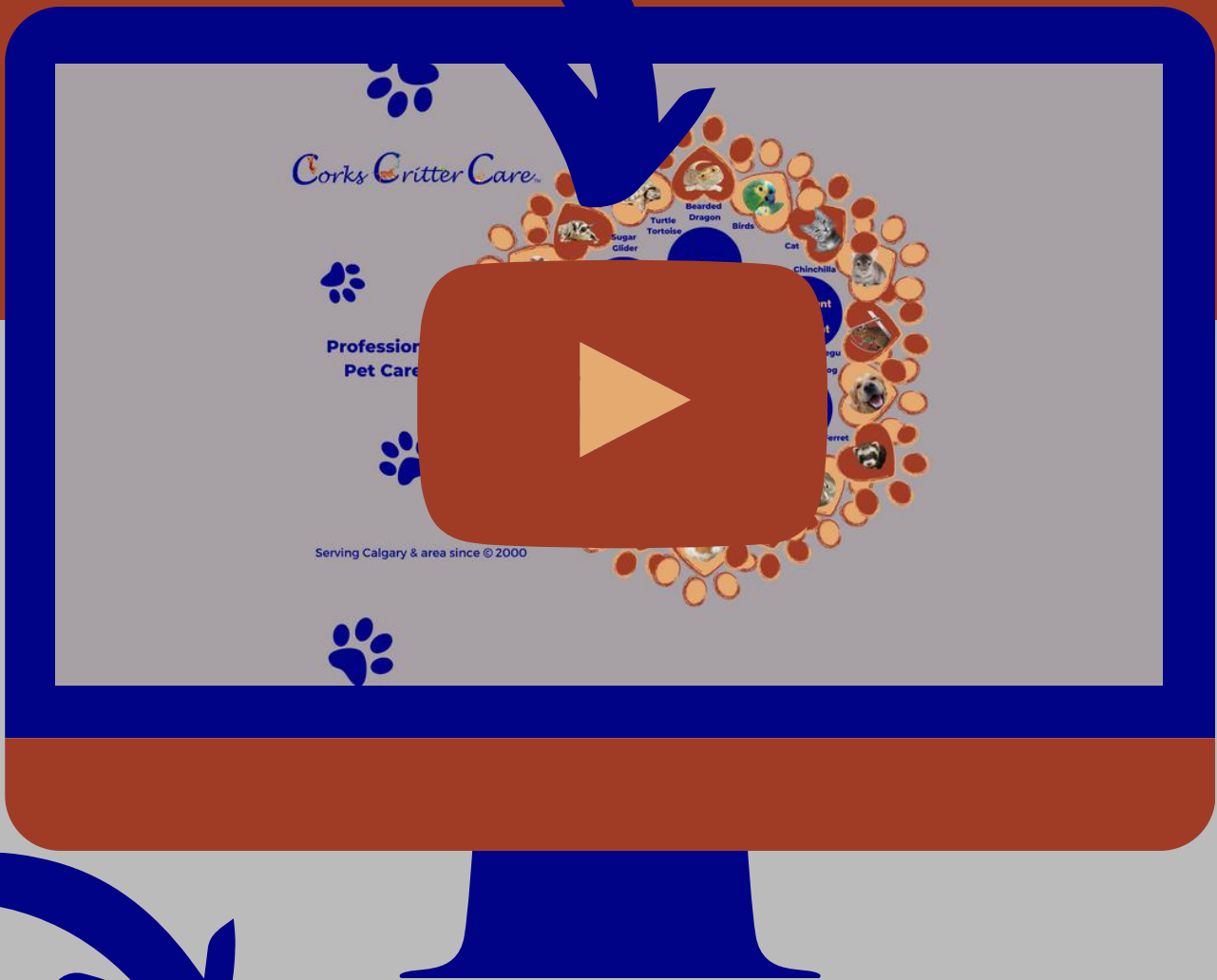
Request a Service

Message Us



# CCC PET CARE APP

Click to watch



[WATCH ANOTHER VIDEO](#)



# FAQ

01

## What are our business hours?

CCC open weekdays 8am-5pm. Closed weekends/holidays. Emergency/booking calls and emails monitored after hours. Other inquiries returned within 24 hours

02

## What are our visiting hours?

Pet Sitting and Middy Dog Walks - 7 am to 11 am 11 am to 4 pm 4 pm to 8 pm

🐱 Cats are always visited a minimum of every 48 hours.

🐶 Dogs are always visited a minimum of every 12 hours.

✓ Specific time reservations are an extra \$5 per visit.

✓ Requested visits outside our visiting hours are an extra \$5 per visit.

03

## What are all our Policies?

[policy-and-terms-of-use](#)

04

## Please provide information about payment policies?

Payment due before services start. \$20 initial fee + \$5/day for holidays. Pay by cash, stripe, or email transfer (corrine@corkscrittercare.com).

05

## Why do we need an Initial Orientation Visit before services start?

For a smooth start, our Custodian meets your pets, learns your home details, and tailors pet care. A required step for new clients before reservations.

When you register online or call Corks Critter Care, she arranges a in-person orientation visit to your home shortly before you leave.

Note: Orientation Initial Visit is required prior to reservations for all new clients.

06

## What are the Animals We Care For?

State your answer and explanation here to help your client better understand your message. State your answer and explanation here to help your client better understand your message.

07

## What is the policy regarding keys?

Have a working key ready for pick-up. Coded keys are stored securely. We provide a keychain and code; no personal info on keys. \$20 fee for pick-up/drop-off.





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# FAQ

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08

## What is our Scheduling Policy?

To schedule, notify, or cancel:

1. Online: 24/7 Pet Care App
  2. Phone: 403-807-6866 (office hours)
- Reservation confirmed with invoice email.
  - Last-minute services available, but payment required.
  - \$10 fee for <24hrs notice.

09

## What is our Notification of Clients Return Policy?

Notify your return via Pet Care App, email ([corrine@corkscrittercare.com](mailto:corrine@corkscrittercare.com)), or voicemail (403-807-6866).

- Failure to respond prompts contact attempts, with client responsible for charges thereafter

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## What is our Cancellation Policy?

Once contracted, we don't accept conflicting bookings. Charges apply for visits without proper cancellation notice.

- Mid-Day Services: 24hrs,
- Pet Sitting: 48hrs,
- Overnight: 7 days. 50% fee for overnight cancellations.
- Confirmation via email required for cancellations.
- Reserve via Pet Care App or call 403-807-6866. Messages not considered confirmations. Visit our website for more details.

<https://corkscrittercare.com>



# COMMUNICATION



## VISIT HOURS

Everyday from 8am - 8pm

## OFFICE HOURS


8am - 5pm


Responds Within 24 hours



*Corrine Bray*  
CEO, OWNER

## CONTACTS

 Calgary and surrounding areas

 403-807-6866

 [corrine@corkscittercare.com](mailto:corrine@corkscittercare.com)

 <https://corkscittercare.com>

## BOOKINGS/ CANCELLATIONS

CCC Mobile, Desktop, Tablet

[CCC Pet Care App](#)

# SOCIALS

Feel free to like, or follow our social medias.





# HOW IT ALL WORKS (BEFORE YOU GO)

## 4 QUICK IMPORTANT STEPS TO TAKE:



1. Booking - Submit a Service Request



2. Approve estimate or invoice and make payment before services start



3. Update your home and pet information and Fill in your Pet Sitter Note in your pet care portal



4. Update and Order any additional services you will require.  
Concierge Services

\*\*\*Reminder\*\*\*. Use your Client Arrival Notification when you're back home and don't need our service



View and/or download your complimentary Before You Go Packet.

This Packet will benefit you, your pet and your pet sitter because you will be an more organized responsible pet owner that we very much appreciate each visit

# PREPARE INFORMATION BEFORE OUR VIRTUAL INITIAL ORIENTATION VISIT

Prioritizing your pets' well-being during your absence is our focus. To ensure top-notch care, provide essential information and complete required forms before our Initial Orientation Visit.

Your cooperation is crucial for their health and happiness, helping us understand and address their unique needs seamlessly.

Refer a friend, and when they mention your referral, both you and your friend receive a \$25 service credit from Corks Critter Care.

Thank you for choosing us!





# PREPARE THESE FORMS BEFORE YOUR INITIAL ORIENTATION VISIT

Prepare for the orientation visit by completing forms in the pet care app portal. Cork will discuss the forms and provide a contract for both parties to sign during the meeting.

**Client Information Form:** please fill out in its entirety

**Pet Information Form:** please fill out in its entirety for each pet

## SERVICES



DOG WALKING



PUPPY PLAY TIME



ENVIRONMENT  
ENRICHMENT  
ASSESSMENT



PET TAXI



PET SITTING



DOG LET OUT

FOR PRICING & DETAILS and more  
services we offer, [CLICK HERE](#)



For any queries before the initial visit, feel free to call, email, or text Cork. Explore our website [corkscrittercare.com](https://corkscrittercare.com). Excited to meet you and your pet! Thank you for choosing Corks Critter Care.

Happy Tails, >^..^<

Corrine Bray (RVT/AHT/CPPS)

Website <https://corkscrittercare.com>

Phone 403-807-6866

