



## *Frequently Asked Questions*

*Q. What is a Meet and Greet?*

*A. The Meet and Greet is an initial consultation that provides an opportunity to (1) get to know your sitter, (2) work with your sitter to design visits that will fit your needs, and (3) complete a bit of paperwork.*

*Q. Are clients required to provide vaccination records before visits begin?*

*A. Yes. We require that your veterinarian scan and email a copy of your pet's current vaccination records to us before your first visit. But no worries! We are happy to coordinate with your vet to save you time!*

*Q. Are we required to provide a key?*

*A. Yes. It is our preference that clients provide two keys. One key will be for the sitter. The second key will be locked safely in our office. This does not apply to our wonderful clients that reside in assisted living facilities.*

*Q. What services are provided to Assisted Living residents?*

*A. The sitter works with the resident to design the visit appropriate for their needs. If the resident has a dog, the sitter will work with the facility to make sure that the required walk is within a designated area. If a resident has a cat, the sitter will assist the resident with litterbox needs. There is always fresh water and food checks, playtime fun, and lots of very special attention for the pet!*

*Q. Should clients create a special alarm code for the sitter to use when arming and disarming the alarm?*

*A. Yes. It is our preference that clients create a special code to be used specifically for our visits. This helps you identify when we are in your home.*

*Q. Will the sitter clean up accidents?*

*A. Yes. The sitter will attempt to clean up an accident that is noticed during our visit as long as we have been requested to do so and the cleaning products to use have been specified. The sitter will only enter certain rooms of your house during the visit and may not be aware of accidents in other rooms. The sitter cannot be responsible for any stains or damage due to the attempt to clean up. This is a perfect topic to discuss during the initial Meet and Greet!*

*Q. Will the sitter send me texts or pictures of my pet during visits?*

*A. Yes, if authorized to do so. The sitter will send a text after each visit to let you know how the visit went and will also be happy to send pictures of the fun stuff during the visit!*

*Q. Can retractable leashes be used for dog walks?*

*A. No. Due to safety issues, the sitter cannot use a retractable leash. During the Meet and Greet, the client and sitter will discuss what collar and leash are appropriate for walks. Wishes and Wags takes safety very seriously.*

*Q. Does my dog need to be on a leash at all the times while on a walk.*

*A. Yes, dogs are required to be on a leash at all times when outside the home.*

*Q. Are overnight visits offered?*

*A. Not yet. Coming soon!*

*Q. Can the pet sitter administer medicine.*

*A. Yes, the pet sitter can administer topical or oral medication if 1) the authorization form has been completed and 2) if it is deemed safe to do so. Unfortunately, we cannot give injections.*

*Q. Are after hour and holiday visits ever available?*

*A. Yes! Please call the office anytime you have a need.*

*Q. Do you job share with other pet sitting companies?*

*A. No, for the safety of your pet.*

*Q. Is Wishes and Wags insured?*

*A. Yes. We are fully insured and bonded.*

*Q. Can Wishes and Wags do house checks outside of the normal pet sitting visit?*

*A. Yes. We do offer house checks while you are out of town. We will adjust lights, take in the mail, take out the trash, water the plants, and even check on your pool water level if needed. If that service is needed, clients must sign an authorization form so that we have documentation that we have permission to enter your home while you and your pet(s) are not home.*

*Q. Are payments required in advance?*

*A. Yes. Payments are required at the time of booking. Wishes and Wags accepts cash and checks. Credit card payments are easy and convenient through PayPal. Clients can access PayPal via our website.*

*Q. Do clients receive a refund in the event a visit is cancelled?*

*A. Unfortunately, cancellations with less than a 24 hour notice will not be refunded. Holiday cancellations with less than a 7 day notice will not be refunded.*

*Q. When will dog training be offered?*

*A. VERY SOON! For now, follow our blog "From Dawn's Desk" on our website to find various tips.*

