



Using Pet's Best Friend Most Effectively

Congratulations! You have chosen the **best** alternative to kennel care by enlisting the services of Pet's Best Friend, Inc. and its staff of professional pet sitters. You will find that you have discovered a new friend for your pet and someone who will be of great help to you, by providing peace of mind when you travel. To ensure a successful relationship with your pet sitter, we suggest that you follow these simple guidelines:

Give Us Your Pet's History and Habits

- In order to schedule visits, think about your pet's daily routine - eating, sleeping, medications, bathroom detail.
- Your sitter will need to know about **all** health problems - major and minor - your pet may have. Our sitters are happy to administer medications, but we do **not** sit for any pet with a contagious disease.
- Tell your sitter where toys are kept or, if your dog is a "chewer", where the chew toys are. Also, guard against personal items being chewed while you are away.
- Tell your sitter where your pet's favorite hiding places are so that your pet may be located easily. This is especially important for cats who do not come out.
- Inform the sitter of any rooms that are "off limits" to your pet.
- Your pet sitter needs to know about any unusual habits your pet may have - bowel movements, eating habits, fears.
- Make sure that **all** of your pet's vaccinations are up to date. We will verify these with your pet's veterinarian. We do **not** sit for any pet whose vaccinations are not current.
- Please provide all of your pets with identification tags.

Plan Ahead

- Call our office as early as possible to make your pet sitting reservations, especially for holiday periods. If you reach our answering machine, you may leave your reservations in your message, but **please do not** ever leave town without a confirmation from our staff. If you have after hours pet sitting needs, you may use our after hours service by dialing 252-567-6887. Instructions for this service are also available on our voice mail.
- If the sitter needs to enter your house, please be sure to have an extra key made and make sure that it works. We will keep your key on file for future pet sitting assignments. (If you lock yourself out, you may call us for that, also.)
- Please buy extra food, treats, litter, and supplies for the time that you will be away, and in the event that you may have to stay longer than you had anticipated. There will be an additional charge for any purchases we make.
- If your dog is not trained to walk on a leash, practice with him before you leave. Be sure your dog's collar fits properly for walking and has an identification tag. We do **not** let any dogs out unless they are in a fenced-in area or on a leash.

Prepare Your Home Before You Leave

- Remove food that may spoil from your refrigerator. Don't leave dirty dishes in the sink that could attract pests or interfere with the sitter's work. Take out the garbage.
- Leave a piece of clothing that you have recently worn to remind your pet of you.
- Move valuables away from windows so that they can't be seen from the outside. Do not leave keys in deadbolt locks especially if the door contains a window.
- Put away bikes, outdoor toys, grills, lawn furniture, etc. that may be easily stolen.
- Mow your lawn or arrange for someone to mow it while you are away.
- Consider leaving some lights on timers or let your sitter alternate lights inside your house.

- If you are traveling during a season where extreme weather is a possibility, arrange for a neighbor to care for your pet in the case of an emergency where the sitter is unable to make a visit. Be sure to give the sitter your neighbor's name and telephone number.
- Inform neighbors who may be watching your property that a pet sitter will be making visits to your home.

Communication Is Important

- Obtain the telephone number of the place(s) where you will be staying so that you can leave it with your pet sitter for emergencies. We **require** an emergency number each time you place reservations - **no exceptions**.
- If you have a security system, be sure to instruct the sitter on arming/disarming procedures. Also, provide the sitter with your passcode and the name and number of your service technician and monitoring company for emergencies. You may wish to inform your monitoring service that a sitter will be in your home.
- If you find that you will be returning earlier or later than expected, please call to inform your pet sitter as soon as you know. During business hours, call our office; after business hours, call 252-567-6887. If the sitter arrives to make a scheduled visit and you are home but did **not** notify us, you **will** be charged for that visit.
- **Be sure to Check-In** upon your arrival home, regardless of the time of day. Call the office at 252-937-7205.
- Pet's Best Friend does **not** engage in job-sharing with anyone other than family members who live in the same house with you, and housekeepers who are in your home to perform their duties.
- Tell the pet sitter where you keep items such as the vacuum cleaner, broom, dustpan, trash bags, and paper towel. Please be sure to have plenty of paper towel on hand.
- If there are ever any changes in your pet's health, routine, etc., be sure to inform the sitter.

Safety Is Critical

- Secure any outside gates to your fenced-in yard or swimming pool. Make sure that all doors and windows are locked, and if you have a security system, that it is armed.
- Unplug appliances that will not be used to prevent damage during electrical storms or possible injury to pets.
- Consider leaving a radio or TV on while you're away as a crime deterrent and to keep your pet company. Your sitter will be glad to turn these on and off to your specifications.
- Don't leave anything out that could be harmful to your pet - especially things that could be swallowed.
- Make sure that your clothes dryer is closed.
- Do not hide keys outside for anyone unless there is absolutely no other alternative.
- Be sure that all pets are inside the house that are supposed to be. If the dog or cat escapes before you leave, be sure to inform the sitter so that time will not be wasted hunting inside.
- Never leave your pet in a garage unless there is no other alternative. There are too many hazardous substances found there - fertilizers, antifreeze, pesticides. If you must, be sure to pet-proof the area.

***Enjoy peace of mind when you travel!
Your pets and your home will be in caring, professional hands!***