

Welcome
to



Client Handbook

Our Mission Statement

Our company was established in 1996 to provide quality pet care services to pets and pet owners in Newport, Middletown, Portsmouth and Tiverton, Rhode Island. We focus on the holistic needs of your pet(s) to be well cared for, exercised and socialized in a safe environment. It is our goal to support your needs to work, travel, or do errands knowing that your pets' needs are also being well cared for. We are bonded and insured.

In this handbook you will find the information you need to choose the services that best meet your and your pet's needs. If you have an additional need or would like one of our services adapted a bit, please don't hesitate to ask. We can be contacted several ways during business hours, M - F, 10 a.m. - 6 p.m



Phone: **401-841-5330**



E-mail: petscort1@cox.net



Website: www.petscortservices.net



~ Our Services ~

Petscort employees are available to care for your dog, cat, bird, or other animal. We provide the following services:

- Overnight Pet-sits or Multi visits
- Dog walking
- Nail trimming
- Pet taxi and Errands
- Yard Clean-up
- Ask about other a la carte services
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~ Our Policies ~

Petscort wants to provide the best possible service to all of its customers. In an effort to do so, we require the following of our customers:



Reservation for services as far in advance as possible...e.g. Friday of the week before for services starting on a Monday.



A non-refundable deposit of 20% of the total cost of service at the time of reservation - *reservation is not guaranteed until deposit is received.*



Holidays and Holiday Rates ~ We do provide services on the following holidays but will charge an additional 40% of the fee for service. Holidays include: New Years Eve/Day, Christmas Eve/Day, Easter, July 4th,

Thanksgiving and most Monday holidays such as, MLK Day, President's Day, Memorial Day, Labor Day and Columbus Day.



Keys~ We require 2 sets of working keys be made available to *Petscort* prior to first day of service. If you would like your keys returned following service delivery, you will be responsible for picking keys up at an agreed upon time. If *Petscort* has to deliver the keys to the client, a delivery \$10.00 fee will be charged. If for some reason the keys are not functional or if they are lost, a locksmith will be hired so we may have access to your home and pet(s). We will add charges to your invoice unless the need for a locksmith is the result of *Petscort* negligence.



New Client Orientation, Home Visitation and Assessment, will take place prior to the date of our first service. If you would like to meet the petsitter who will care for your pet during your time away, we will make every effort to arrange a meeting. However, Because of scheduling conflicts, etc. this may not be possible and we cannot guarantee which of our bonded employees will sit on a given day. Meet and greet sessions with our team will be charged at a rate of \$25.00 which will be applied to your first scheduled service after the visit. Follow up meeting requests for pet sitters previously assigned & met will be charged at a rate of \$25.00 and will not applied to any future charges.



Registration, Pet Information Forms, Home Pet-sit/Visit Forms and Releases: All forms and releases must be completed prior to the first day of service.



Up to date inoculations for all pets receiving services – this includes copies of rabies, Bordetella and vaccine certificates.



Proper collars and tags ~ We require these for all dogs. Collars and tags should be fastened securely by the owner prior to pick-up by *Petscort*.
If you know your dog is a strong puller please let us know and we will discuss the options for collars and other restraining tools.
From time to time we may suggest obedience training for owners and pets.



Visitation, walking times window~ We make every effort to visit and or walk your pet(s) at the requested times. However, due to high volume at certain times we can only guarantee that service will be provided

within a 2 hour window (one hour either side of the requested time.) Please note our schedules may change from week to week and while we try very hard to keep to a normal time for each visit, the 2 hour window may be needed to meet the needs of all of our clients and staff.



Social Media and photos~ We love our work and the pets we care for. We like to take and post photos of our pet friends at play on the various social media sites. If you have objection to this, please let us know and we will honor your request.



Parking, meters and passes ~ If you live in a metered parking area or parking is limited to residents only, you will be asked to pay for meter expenses and or provide a parking pass for the *Petscort* employee who is visiting or picking up your pet. We must be able to park within a 2 min. walking distance of your home in order to maximize the care we give your pet(s.)



Shared Access ~Please let us know when our access to your home will be shared by another service provider, such as, housekeeper, repair person, or other animal care giver, etc. We require telephone #s for each service provider who may be at your home during our visit.



Payment for services is due in full on the first day of service for home sits/ visits and weekly walking services. *Petscort Services* accepts **Personal Checks, Money Orders** or Cash. **Please note, a 10% surcharge** will be added onto payments that are more than 10 days past due.



Please call the cancellation phone # - 401-841-5330. Cancellation information left on the website, email or another number may not be received on a timely basis and is therefore invalid. Failure to give 24hr. notice will result in a charge equivalent to one unit of service. This policy is applicable for any change of schedule (weather, sickness, change of plans).



Sick Pet Policy: We are not able to board or include a sick pet in play group. Please do not bring your pet if it is sick. We cannot put other pets' health in jeopardy. If your pet is sick, we are happy to do home visits.



Pet Sitting Deposits: A deposit of 20% of the full amount for any pet sitting appointment is required at time of scheduling. For the winter holiday period (Nov 15-Jan 15) we do require a 50% deposit. Deposits are non-refundable.



Services Agreement & Waiver: All clients are required to sign our updated (March 2024) waiver agreement in advance of any services. If you have not yet signed a Services Agreement & Waiver please do so before our next scheduled service date.



Playgroup Services: All dogs who attend our very popular play groups are required to have a signed waiver on-file and be up to date on all required vaccinations. Please note that play groups are very active and take place in our rustic and secure yard area. As dogs play and occasionally roughhouse with one another there can be minor scrapes, nicks or punctures, and/or general muscle strains or soreness resulting. We monitor our playgroups and take care to ensure all participants' safety, however, as with children's playgroups, there can be unforeseen incidents. We will notify pet owners of any unexpected issues if they arise.



We ask that you complete the following forms and return them as soon as possible prior to your first day of service: Pet Registration, Home Sit Visit Form, Pet Medication Log, All Services Waiver



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Serving the Pets of Newport, Middletown, Portsmouth and Tiverton

Michelle Pasquale, Executive Director/Owner
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Petscort Services, Inc.

***Serving the Pets of
 Aquidneck Island since 1996***



***Michelle Pasquale
 Executive Director/Owner***