



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

***Thank you!***

***~Welcome to Petscort Services, Inc.~***  
***Mission Statement***

Our company was established in 1996 to provide quality pet care services to pets and pet owners in Portsmouth, Middletown and Newport, 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.



Address: **P.O. Box 402, Portsmouth, RI 02871**



Phone: **401-841-5330**




E-mail: ***[pescort1@cox.net](mailto:pescort1@cox.net)***





Website: ***[www.pescortservices.net](http://www.pescortservices.net)***



 **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.

 **Cancellation notice of at least 24 hrs.~** Failure to give this notice will result in a charge equivalent to one unit of service.

 **Payment for services** is due in full on the first day of service for home sits/ visits and weekly walking services. **Petscort Services, Inc.** 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.

 **Referral Reward! Petscort Services, Inc.** offers its customers one free service unit for each referral that results in a new customer. (A service unit can be one free walk, visit, yard clean-up or taxi service.)


**Please sign and date the forms included in this booklet prior to our first service.**





 **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 Services, Inc.**

*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.)






 **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 Services, Inc.** 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).



## ~ Our Services ~


**Petscort Services, Inc.** 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
-  Pet taxi and Errands
-  Yard Clean-up
-  Ask about other a la carte services




## **Petscort Services, Inc.** **Policies**


**Petscort Services, Inc.** 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 4<sup>th</sup>, 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 Services, Inc. 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 Services, Inc.** 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 Services, Inc.** 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 pet sitter 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.

 **Registration, Pet Information Forms and Home Pet-sit/Visit Forms and Releases**~ All forms 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.



## ***Petscort Services, Inc.***

*Serving the Pets of  
Aquidneck Island since 1996*



We at ***Petscort Services, Inc.*** appreciate your business and look forward to serving you and caring for your pet(s). Please feel free to contact us during our normal business hours Monday – Friday, 10 a.m. – 6 p.m., 401-841-5330.



*Michelle Pasquale  
Executive Director/Owner*