



## NEW CLIENT WELCOME PACK

Thank you for choosing Furkinsense & Purr for professional, loving, and cheerful care for your fur kin! Enclosed you will find delineation of services, FAQs, cancellation and refund policies, and pet insurance information.





## PET CARE SERVICES

Furkinsense & Purr provides a range of pet-care services, from walks, to check-ins, medication administration & more.

- **PET CHECK-IN:** (20, 30, 45, or 60 minutes) Versatile service ranging from potty breaks, feeding, medication administration, play time, cuddle time, or any combination of the above! Base rate covers one pet.
- **DOG WALK:** (20, 30, 45, or 60 minutes) A tail-waggin' *paw*-rambulation with your pooch! Base rate covers one pet.

## CANCELLATIONS & REFUNDS

A-paw-logies for the French, but as a pet delighter, I know 🐛 happens. I am happy to reschedule and make reasonable accommodations where applicable. For general cancellations the policy is as follows:

- **WALKS, CHECK-INS, & RELATED SERVICES:** Full refund of payment (remitted through original payment source, or issued as account credit, per client's preference) if canceled **at least 48 hours** before the scheduled booking. For cancellations within 48 hours of the booking, a 50% refund will be issued. For same-day cancellations, no refund will be issued.



## Pet Insurance

Furkinsense & Purr is fully insured through Pet Insurance. Coverage includes:

- **General Liability:** General Liability coverage will help with the cost of claims that the sitter becomes legally responsible for due to injury or damages sustained by a third party during the course of business operations.
- **Animal Bailee:** Animal Bailee coverage provides the pet business with coverage in the event that the business is legally liable for injuries or damages sustained by an animal in their care, custody, or control.
- **Vet Bill Reimbursement:** Vet Bill Reimbursement coverage provides for medical expenses—regardless of who is at fault—for a client's pet in the business's care, custody, or control.
- **Lost Key Liability:** Lost Key Liability provides for coverage in the event that the sitter loses the keys to a client's residence. This coverage can help manage the cost of installing new locks or having the building rekeyed.

## Frequently Asked Questions

### → WHO ARE YOU, AND WHY SHOULD I TRUST YOU WITH MY PRECIOUS PET?!

My name is Rachel, and I am the business founder, owner, and operator at Furkinsense & Purr. I've been petsitting my whole life, but after graduating from college, in order to cover my student loans, I started formally and frequently providing services through an app-based network connecting pet parents with sitters. After



developing a repeat client base (made up of all my favorite pets, pet moms & pet dads), I decided to cut out the middleman and offer direct services. I'll let my lovely clients make the case for me—check out their testimonials in the section below!

### → WHAT KIND OF CARE WILL YOU PROVIDE WHILE IN MY HOME?

Whatever makes you and your pets happy! My goal is to provide whatever comforts and routines are normal for your pet. Whether that's extra evening snuggles, tossing the ball 'til Charlie's tuckered out, or making sure Fluffy gets her medications on time, I'll observe whatever caretaking instructions you leave to the best of my ability.

### → HOW DOES BOOKING & PAYING WORK?

Sending a booking request is easy! The best way to submit a booking request is through the form on the website ([www.furkinsenseandpurr.com](http://www.furkinsenseandpurr.com)). Please read the form carefully and submit all information requested.

If this is your first time booking me, I'll set up a "Meet and Greet" opportunity so we can make sure all parties are comfortable before confirming the booking. *Please be advised that the purpose of a Meet & Greet is to ensure mutual fit and is not a confirmation of services.* There is no cost for the first Meet & Greet, but future bookings to review care (for example, if you add a new fur baby to your family) will be billed at the applicable 30-minute rate.

Once everyone's tails are wagging, you'll send over your payment to finalize the booking. Please note: **once your invoice is issued, payment is due within 72 hours.** As a courtesy, your dates and times will be held for up to 72 hours; after which, if no payment is received, the dates will be opened back up for booking.



## → HOW DO YOU HANDLE INCLEMENT WEATHER AND/OR OTHER UNUSUAL CIRCUMSTANCES?

Everyone's safety comes first. For example, if you book a half-hour walk, but temperatures are scorching and the pavement may burn your pup's paws, I will automatically apportion the time such that less of it is spent exposed to the dangerous temperatures/conditions. This might mean a quick potty break, then coming back inside for playtime and/or snuggles (depending on your pup's speed).

If travel conditions are hazardous, I may need to postpone or reschedule the visit. But I will always do my best to get to your pet and will triage visits accordingly, particularly if you are away from your home.

If cancellations are necessary due to either or combined circumstances above, and the visit(s) cannot be rescheduled, I will issue an account credit for future services.

## → WHAT ARE YOUR STANDARD WORK HOURS? WHEN CAN I EXPECT TO HEAR FROM YOU?

My standard booking hours are:

Monday - Friday

8am - 6pm

During these hours, I am out on adventures with various fur kin, or attending Meet & Greets. This means that my "office hours" (when I am tending to administrative tasks and processing booking requests/invoices) take place typically in the evenings. Please keep this in mind if you don't hear back from me right away, as I'm currently a one-woman show! And thank you for your patience while I juggle the less furry and snuggly bits of this business.



**→ WHERE CAN I FIND THE MOST UP-TO-DATE INFORMATION ON SERVICES, RATES, AND MORE?**

The website ([www.furkinsenseandpurr.com](http://www.furkinsenseandpurr.com)) will always be the best place to find information. You can also follow me on Facebook ([click here](#)) or Instagram ([click here](#)) for regular updates, photos of daily fur kin adventures, and general notices/announcements.

**→ WHAT IF I'M DISSATISFIED WITH THE STANDARD OF CARE?**

My hope is to go above and beyond with every service, but I am very human and thus not quite blunder-proof. That being said, I am sincerely receptive to all kinds of feedback; please do be honest with what could have been better. If I haven't met or exceeded your standards with my next service, I will issue a full refund.

**→ WHAT IF MY PET HAS SPECIAL NEEDS?**

I have ample experience with special-needs pets, and have administered medication orally, aurally, and intramuscularly. I'm always happy to discuss your pet's particular needs to see if I might be a good fit to meet them.

**→ SHOULD I LEAVE YOU A TIP?**

This is completely up to you, and while always appreciated, not at all expected. Some of my clients choose to tip, while others don't; it won't change my dedication to your fur kin one bit.

**→ WHAT IS THE ANSWER TO LIFE, THE UNIVERSE, AND EVERYTHING?**

42, naturally!





## TESTIMONIALS



"Rachel is professional, kind and responsible. She takes wonderful care of my two senior dogs making sure they get lots of attention and all of their medications. I can tell from her wonderful photos how much they trust and love her. She also leaves the house cleaner than she found it (which is not an expectation but very appreciated). Don't hesitate to book Rachel to care for your pups. Your dogs will thank you!"

*Katie R.,  
Parent of Joey & Happy*



"Rachel takes amazing care of our fur babies. We have two doggies and a kitty. All with special needs. She takes wonderful care of our house since she house sits while we are away. Everything clean and orderly when we return. She is wonderful. We highly recommend Rachel for taking care of your fur babies and looking after your home."

*Shannon L.,  
Parent of Chase (pictured),  
Princess, and Singer*



"Rachel is fantastic! Not only did my dogs get the best of care, but I received lots of pictures and updates while I was away. I returned home to a nice, clean house and happy doggies. Thanks, Rachel!"

*Patty N.,  
Parent of Chloe (pictured) & Brady*





"I wish I could give more than 5 stars! Rachel is amazing. She takes such great care of my two Springers- and boy, do they love her! She's great at communication, and sends me the best pictures of my kids. She does both overnight sitting and just walks. She always leaves my home neat and clean- she goes above and beyond to do so! I can't speak highly enough about Rachel- but hope she doesn't get too busy to take care of my dogs!"

*Nancy B.,  
Parent of Ellie & FredB*



"Rachel was excellent. She spent a lot of time with my cat and was very reliable. I highly recommend Rachel to care for your pet."

*Pam H.,  
Parent of 'Killer'*



"Rachel is a sweetheart and it was clear when we met that she takes pup care very seriously. She sent a bunch of photos and great updates for us while we were away. When we did our meet and greet beforehand she asked great questions about the dogs personalities, interaction with each other and more so that she was comfortable that during her stay their routine would be, well...routine! We had a happy pack when we returned."

*Linda A.,  
Parent of Bran, Maggie, and Boomer*

