

# Pepper's Pals Pet Sitting

## Boarding Service Guide

### **Environment**

Pepper's Pals is a home boarding service. Your pet will be a part of the family during their stay. The yard is fully fenced and double gated on each side. Outdoor play time is supervised and no dogs are ever outside when no one is home. The pool may be available for dogs to swim. There are separate areas in the home to accommodate small dogs, large dogs, senior dogs and puppies, as necessary. All areas of the home are climate controlled, dog beds and blankets are provided. Crates are available for dogs that are crate training and for safety purposes if required.

### **Evaluation**

Prior to your pet's first stay, a personal pet evaluation must take place to determine your pet's compatibility with our environment and other dogs. Both the pet and the owner must attend a short 15-20 minute visit. This is also an opportunity for your pet to "investigate," which will help ease his transition upon his first visit. Aggressive dogs will not be permitted to board.

### **Daily Routine**

Morning outdoor time starts at approximately 7 a.m. followed by breakfast and playtime. During the hot weather, outdoor playtime is in the early morning and later afternoon/evening. There are several potty breaks throughout the day. There is ample fresh water supply both inside and outside. Dinner takes place from 4-6 pm. Bedtime is from 9-11 p.m. with potty trips just prior. Medications are administered per Owner's instructions. Alternate feeding routines can be accommodated as needed.

### **Special Needs:**

Service is available for special needs pets. Medications can be administered (orally, topically and on a limited basis via injection). Specific information about your pet's medication, should be included on the Pet Information Sheet. Puppies, senior dogs and infirm dogs may require special attention for which additional fees may be charged, i.e., administration of medications, extra outings for puppies in training or incontinence issues. You will be notified of any extra fees.

### **Drop Off and Pick Up Hours**

9:00 a.m. to 5:00 p.m. Monday through Saturday. A time will be scheduled for your drop off or pick up. It is important that you arrive at your scheduled time. Each dog has their own time slot for arrival or departure which helps everyone transition smoothly. Your promptness is appreciated. Please be sure to contact your pet care provider when you are on your way. Occasionally, unforeseen events may cause a need to shift appointment times. There are no drop offs or pick ups on Sundays.

### **What to Bring**

- Collar with ID tags and leash
- Food
- Medication with instructions
- Current vaccination record

### **What Not to Bring**

- Beds
- Blankets
- Toys
- Bowls
- Crates (unless specifically requested)

### **Air Travel Plans**

It is important to know your flight times when scheduling your pet's visit. An early morning departure may require dropping off your pet the prior day. A late return flight may mean pick up would be the following day. This affects the number of pets we are able to board at one time. So double check flight times when making your reservation for your pets.

### **Holidays and Sundays**

Pepper's Pals operates 24 hours per day, 7 days per week. However, we are closed for drop offs and/or pick ups on the following days:

- All Sundays
- New Year's Day
- Thanksgiving Day
- Christmas Eve (limited availability for drop off and pick up)
- Christmas Day

### **Emergencies**

If there is an emergency that requires the pet care provider to leave the home for more than a reasonable amount of time, an associate will take over and remain in the home, including staying overnight if necessary. Associates will have access to your pet's file and any information that you have provided. If there is a weather emergency, i.e., hurricane or other evacuation event, your emergency contact will be notified and asked to pick up your pet. Any pet unable to be picked up will remain with the group in a safe location. Owners will be notified of any of the foregoing and be given contact and/or location information.

### **Fees**

Nightly rate     \$50 - \$65

Pet Taxi         \$15 - \$40 each way, for pick up, drop off, vet visits, grooming.

Extras            Additional fees may apply for special needs on either a temporary or permanent basis.

### **Payment**

Payment is due at pick up. Accepted forms of payment are cash, check, Venmo or Zelle. You may call ahead for your total prior to pick up. An invoice with personal comments on your pet's visit will be provided.

### **Cancelations**

There is no penalty for cancelations, but please notify us as soon as possible. There is a limited amount of space in the home. When you reserve your spot, it is potentially causing another dog to be turned away. A deposit for future bookings may be required for frequent cancelations.

### **Deposits**

Deposit schedule as follows: 1) a deposit will be required for first time boarders in the amount equal to one night's stay; 2) during certain times of the year (i.e. holidays, summer, etc.) a deposit may be required to hold your spot; and 3) in the event of frequent cancellations a deposit for one night's stay will be required for future services. All deposits are nonrefundable.

### **Contact**

You may contact Pepper's Pals care providers via phone call, email or text at any time. Contact after 6 pm may be returned the following morning.