



# LAWRENCE PET FRIENDS

785.760.3946 | LAWRENCEPETFRIENDS.COM

## NEW CLIENT WELCOME PACKET

The comfort of your pet(s) and the security of your home is our top priority. We have learned through our many years of caring for pets exactly what information we need to properly and successfully meet your expectations and handle emergencies.

**We utilize an Online Reservation and Client Profile System. We have found that it is better for clients to enter their own profile information before we come to meet you and we can review it.**

**Once you have created your Online Account you can get help by clicking on the “?” which takes you to an Online Client Manual. It is designed to help answer questions about making reservations, updating information and ways to communicate with the LPF staff.**

**HOUSE ACCESS:** Please note that we require 2 sets of keys, pre-tested with the door closed to ensure proper operation prior to our arrival. In the interest of safety and security, we will test all keys during our consultation. Please note that if you are not prepared to provide two working keys, there is a \$10 fee to return to pick them up.

We LOVE garage and key pad code access but will still need one key as a back-up in case the power goes out or the door malfunctions. We cannot use hand held remotes for access. This includes remote key/fobs for access to buildings. If that is the only way to access your home, there is a \$25 fee for the special handling and time requirement to coordinate key pick up/return assessed with each reservation.

We also need Security/Alarm system information: *(note our system is encrypted so your information is secure)*

**CLIENT CONTRACT:** Please be prepared to sign the contract when we meet with you. A copy is provided by email to allow you time to review before we arrive. We will bring one with us.

*\* Note if, at the new client consultation, we assess that your pet(s) behavior is aggressive or dangerous, or their medical needs are beyond what we are trained and comfortable providing, we will make the decision to decline to provide pet sitting services.*

### RESERVATIONS AND COMMUNICATION:

- For the **INITIAL** reservation, after we complete the new client consultation, it is important for you to follow up with our office staff to confirm your scheduled services. The person meeting with you for your initial consultation may not be involved in scheduling and we want to avoid any confusion on your reservation.
- **FUTURE** service requests are done via our online scheduling system. Once we receive your online request for reservation request, we will determine if we have sufficient staff and will then send a confirmation/invoice.

- **Our office hours are 9am-2pm Mon-Fri** The most efficient way to reach us is via messaging through the online system (you log on to your profile and send us a message), so our administrative staff can see it and assist you promptly. You can also call the office 785 760-3946. If we are not available, you can leave a voice mail. If you have an **EMERGENCY**, you can choose Option 1 which will allow you to leave a message on our Client Hotline.
- If you need to reserve services with less than 3 business days, we may be able to accommodate it, but must check our staff availability. You will need to call our office as the system will not allow you to make reservations less than 3 business days (72 hours) out. If we have adequate staffing, please note that there is an additional fee of \$30 for reservations made with less than 72 hours' notice (or 3 business days). That fee is passed directly on to the pet sitters. Reservations received after 2p are considered as next business day.
- If you need to cancel a reservation, we request a minimum of one week (5 business days) to avoid a cancellation fee of 50% total reservation for non-holiday reservations. **We request 2 weeks' notice (from first day of service) for cancellations during all holidays and Spring Break to avoid a cancellation fee of 50% or minimum \$50.** We consider the busy Christmas holiday period to be 12/20-1/2. If you return from your trip before the date stated in your reservation, we request notification of at least 48 hours otherwise no refund or credit will be made.
- Reservation and cancellation policies are different for our regular mid-day/daily dog clients. A separate contract addendum will be provided when applicable.

## **PAYMENT POLICY:**

- We ask for payment for all pet sitting services on or before the first day of service. You can pay online with a credit card or you can leave a check or cash on the counter for the pet sitter.
- Gratuity - Want to tip your pet sitter? Cash tips are always appreciated and go 100% to your sitter.
- For our regular mid-day/daily dog walking clients - we will send a more detailed document for reservation/payment options.

## **PET CARE VISITS:**

**Length of Visits** – Our most popular option is 30-minute visits. It allows us plenty of time to get all the “chores” done and spend some TLC time. However, for single pet homes, we do offer a minimum 20-minute visits. For multiple pet homes we require a minimum of 30-minute visits. We offer longer visits too if that is what is best for your furry kids.

**Visit times** - Our first visit of the day is at 7am and our last visits are 8pm. Of course, we are happy to customize our services to best fit your pet's needs. However, the following are some guidelines we use to arrange our staff's schedules.

## **VACATION/PET SITTING DOG CLIENTS:**

Morning visits fall between 7a-7:30a for dog households where we need to let everyone out to potty first thing. Our last tuck-in visits will now fall between 8-8:30p.

If you prefer the **3 visits per day option**, our visits are approximately **7a, 2p and 8p**.

If you prefer the **4 visits per day option**, our visits are approximately **7a, 11a-12p, 4-5 and 8p**.

**Daily Mid-Day Dog Walk Clients - we will come within 30 minutes on either side of your requested time.**

## **VACATION/PET SITTING CAT CLIENTS:**

We will visit our lovely feline friends for morning visits after we get those pups out to potty for the first time, so your visits will be between 8-10a. Afternoon/evening visits can be anywhere between 1-8p - just let us know your preference.

If you have other species/members of your pet family - your visits will also be timed based on your preference for mornings or afternoons.

## **SITTER ASSIGNMENTS:**

Please note that the entire staff at LPF work part time - different days and different shifts so it is possible it will not be the same pet sitter/dog walker coming to visit, but they are all trained the same way and are all caring, compassionate animal lovers who want to do their very best to care for your furries.

Please don't hesitate to contact us with either by email (**shereelpf@gmail.com**) or calling our office number **(785) 760-3946**.

We look forward to seeing your furries!

**YOUR LPF TEAM!**



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## How to Prepare for LPF

We are excited to come visit your furry kids! Following are tips and tricks to help you use our Online System AND things to think about as you enter/update your home and pet profiles. To successfully do their job, the pet sitting staff ask you to make sure online home/pet profile is as accurate and up to date as possible and because we understand things can change over time, please update your home/pet online profiles regularly. **THE MORE DETAILED THE BETTER.**

The link to bookmark our Online System for future reference is <https://lawrencepetfriends.petssl.com>. Your user name is your email address.

There is a “**help**” button. It is a question mark  located at the upper right side of any page you are on. The system has several sections that, when completed fully, will allow both our office staff and pet sitters to access your information quickly and easily to follow your specific instructions. As you log on you will see on the left side the following sections:

**Dashboard** – an overview of services, etc.

**Scheduling** – My Schedule – A calendar view of all services scheduled and completed.

**Pet Care** – My Info (home/location of supplies, etc.) and My Pets (individual pet care info)

**Billing** – Invoices, Payment etc.

**Resources** – Photos

**Communication** - Messages - This is where you can send us a message for anything! This replaces emails to communicate changes or ask questions. It keeps it all within your account. You can communicate with the sitters via the online journal when they send those.

**Settings** – My Account – where you can change your password, etc. The system assigns a password so to change that to something you can remember. So, **to change your password** go “my account” and “copy and paste” the temporary password the system gives you and then change it to whatever you want.

***It's important to note that the My Info and My Pets section is where ALL information relating to your home home and pet care is stored and where we need you to review and update whenever you need services. If you are thorough and descriptive the pet sitter will be able to follow your instructions with ease.***

## Pet Care – My Info (Your Account Page)

This section is for your personal contact information, additional and emergency contacts, and information **regarding your home**, location of supplies, your pet's veterinarian, etc. The more information you provide, the better equipped your sitter will be to take great care of your pet! Please try to review and enter info for all relevant fields. **Don't forget to SAVE!** You may update your info at any time as your instructions change, by going to the Pet care tab and selecting "My Info."

**Following is a brief check list of some of the information we will need for your Home/Pet Profile for which the pet sitting staff will use to provide care to your pets:**

**House Access** - (key pads, garage codes, alarm system, etc.) As well as any "tricky" door or lock issues that will be helpful for us to know.

**Location Of Supplies** - Please let us know where you keep supplies we may need to care for your pets or let us know where you store them. We really don't want to go through drawers looking for things we may need. For example:

- Spoons, can openers, dishes, etc.
- Leashes and poop bags
- Old towels for us to wipe off dirty paws in case it's raining or snowy
- Kitty litter box scooper and disposal bags
- It's part of our job to clean up messes so let us know where paper towels and cleaning supplies are located.

**Emergency contact information** - A local person you trust to visit your pets and properly secure your home in case of inclement weather – complete information for your emergency contact (Full Name; Cell phone ; Email address). We also need information where you can be reached in case of an emergency - ideally an actual location number in addition to your cell phone, as sometimes cell coverage is not available. Our Online system does allow us to communicate easily with you in non-emergency situations.

**Veterinarian contact information** - This information is crucial for the well-being of your pet in our care.

**For the best possible care of your four-legged loved ones and your home, we strongly recommend that no one besides LPF employees is permitted to care for your pets during the service period in order to avoid missed/doubled feedings or medications, pets escaping, etc. If that is unavoidable, please provide:** Name, phone number and dates/times they may be entering your home and/or helping to care for pets. It is in everyone's best interest if we have their contact info.

**Sitter Safety** - If our first visit will be after dark, please leave some lights on for us (indoor and porch lights) and any other instructions for lights. And please let us know about any cars that may be in the driveway. Sitters are instructed to not go in your home if they see a car that is not mentioned in your account profile.

## Pet Care – My Pets

This section is where **all the details** for **EACH pet** is located. It will include information regarding pet behavior, feeding, care routines, medical concerns, and more. You may also choose to upload a photo to your pet's profile. NOTE that each pet has its own profile for pet-specific information.

You may make changes or updates to your pet(s)'s profile at any time by going to the **Pet care > My Pets page**, selecting the pet whose info you'd like to update, and selecting **Edit** from the menu. Updates for feeding, medications, routine, etc., are made here. **Don't forget to SAVE!**

### Things to Remember and Include While Entering and Updating Your Profile

**Pet Routine** - In this field is where you tell us what you want us to do for each pet. Please let us know where kitty may hide so we can at least see he/she is ok. We try to lay eyes on shy kitties if we can.

**Do you prefer us to WALK your dog or just potty out in the yard?** Please note that and, also be sure we know where the leash is located and where you want us to put poop bags. For safety reasons we don't walk dogs after dark.

**Feeding** - In this field is where you tell us how often they are fed, how much, where their bowl is located, etc. we will rinse out wet food cans so please tell us where you want us to put them

**Pet medical conditions/meds** - in addition to listing the applicable med schedule of what, when and how to give, please let us know what the condition is.

**We Are Earth Friendly!** Because we do want to make the smallest imprint possible on the environment, we prefer to use the fewest plastic bags possible and may use the same bag for litter box scoops a few times before taking it to the trash. Please let us know if that is not ok.

## My Schedule – Requesting Services

To request services, visit the **Scheduling > My Schedule page** and click the Request Service Button You can choose **Single Day or Multiple Days**. When you're done, click Submit. If you'd like to continue requesting further services, click the "Add more when done" checkbox.

You may view your schedule at any time by visiting the **Scheduling > My Schedule page**.

**Making Changes** - While services are still in the "Requested" state you may edit them. Once they have been accepted, you will need to contact us directly to make changes.

## My Shedule – Canceling Services

If you need to cancel an upcoming service, you may request a cancellation from the **My Schedule** page. To request a cancellation, click the Cancel button for the service you'd like to cancel. In the pop-up window that appears, you will have the opportunity to write a note explaining the cancellation. Finish the request by clicking the Request button. The office staff will be notified, and we will review the request. Based on the cancellation policy, there may be a cancellation fee.

## My Shedule – Service (Visit) Notes

On the My Schedule page, you have the option of entering any additional information about upcoming services in the form of service notes.

To add a note to a service, click the "Note" **this is a note for THAT VISIT ONLY**. If you need to make a note regarding care, it's **best to do that in the Pet Care Section of the Pet Profile**, otherwise it's possible only the sitter coming to that visit will see your note.

## Dashboard – Pet Care Journals

Your pet sitter will can send you a complete online journal about their visits with your pets, including basic details - arrival time, departure time - as well as more in-depth notes on the visit and even fun photos of your pet. When a sitter has created a journal for a visit, you will receive a notification email with a link to view the new journal.

## Billing – Invoices

You can pay your invoices online or leave payment for the pet sitter to pick up. You can pay directly from the invoice. Use the Pay Now button at the bottom of your printable invoices that will bring you to the Payments page. You must login to access this page. From the Payments page, you can pay multiple options at once, make partial payments, and add gratuity to payments.

## Communication – Messages

The **BEST** way to communicate with us is to use the "Messages" feature. It is on the left side under Communication. By using this feature, we can keep all communication in one place. We will do our best to reply quickly during our office hours. This feature replaces email communication with us. You can comment on Journal Notes as well and we will see those.

**When you need to reach us URGENTLY**, please call our office 785 760-3946. For urgent matters, press Option 1 and leave a message. Someone from our office or On Call staff will call you back right away.

**Thanks for using our system! If you can't figure something out just let us know!**

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## Mid-Day/Daily Client – Helpful info

### RESERVATIONS

Every month, we will enter your regular days/visits per your regular schedule. You will be responsible for reviewing the dates and you can cancel any visits you do not need. Essentially, we will come as scheduled unless you actually cancel those you don't need. If you need to add extra visits in, there is a **48 hour minimum** for reservations for daily/mid-day visits. We are usually not able to accept same day reservations. However, if we are able to accommodate the short notice request, there will be a fee of \$10 which is passed along directly to the dog walker. It is much easier for us to put a visit on our schedule and then cancel it if you don't need the visit. We will always do our best to accommodate your service request. However, if we don't receive your request timely, there is a possibility we won't be able to fit it into our schedule.

### CANCELLATIONS:

If you need to cancel or change services for your regular daily visit, we ask for 24 hours' notice. We understand things happen, so if you do need to cancel on the same day as your scheduled visit, **please send us a message via our system <https://lawrencepetfriends.petssl.com> no later than 9am the day you are cancelling.** Cancellations after 9am same day will result in a cancellation fee of 50% of your rate. If we do not get the message of cancellation and the walker arrives at your house, you will be billed for that day's visit. You can also call our office number 785 760-3946 and select Option 1 (Client Hotline – Urgent Matters) and leave a message. We will alert the walker of the cancellation. **Our office number does not accept text messages.**

Please note that any services requested outside our daily/mid-day visits (if you need evenings or weekends) are subject to our regular reservation and cancellation policies (please refer to our main contract).

### INVOICING/PAYMENT:

At the end of each month, we will send an online invoice you for the actual visits. You can pay on line via credit card or leave payment on the counter for the LPF walker to pick up or you can mail it. We are happy to invoice you at the end of each month, but as a courtesy of being invoiced monthly, we simply ask that payment is received by the 5th of the month.

There is an additional fee of \$5/visit for all holidays (New Year's Eve, New Year's Day; Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, The Day After Thanksgiving, Christmas Eve, and Christmas Day.

Because our walkers are on a schedule and have a "route" for mid-day/daily visits and because dogs can be unpredictable, there will be a "grace" time for the time you request services. For instance, if you request services at 12noon, we will come anywhere between 11:30a and 1:00p.

We will provide a journal for the walkers to write their daily notes.

We often provide poop bags (we use the biodegradable kind) but it's best if you have some in case we run out. Please either leave the leash(es) out or make sure we know where you keep them. Let us know where you want us to put poop bags/waste.

Also please....

Let us know if you want us to set the alarm (we will leave it as we find it)

Leave out "doggie" towels for rain and wet days.

**IMPORTANT** – Please log on to your online profile and review/update everything on a regular basis (we recommend once per month) so that the walkers can follow current information for your dog's routine.