



Thank you for choosing Top Dog Pet Sitting and Dog Walking Service for your pet sitting/dog walking needs. Here are the answers to the most frequently asked questions from clients.

How long are the visits? Pet sitting visits and dog walking visits are approximately 30 minutes. But, they can vary depending on the needs of the pets. Sitters spend as much time as needed to get things done and spend time with pets

Overnight visits are from 8:00 pm to 7:00 am

Are you insured and bonded? We are fully insured and bonded through The Business Insurers of The Carolinas. In addition, we run extensive background checks on all of our sitters.

Do you have any special training? All of our sitters are trained in pet first aid and cpr. Some take seminars specializing in obedience training and or animal behavior. We also have sitters with experience animal rescues and shelters.

Can I check in while I am away? Of course! At the in-home consultation you will get your sitter's phone number. You also will get real time visit reports with GPS tracking, updates, and pics that are sent to your email and can be viewed on our convenient app.

Do you have a backup plan in case my sitter is sick or in accident? Yes! Shannon, the owner is everyone's backup so she comes to the in-home consultations as well.

Will anyone other than my pet sitter be coming into my home?

The only person coming into your home is your pet sitter or another one of Top Dog's representatives. Our pet sitters are professionals and focused on their jobs and do NOT bring anyone along on their pet sitting visits.

Do you take credit cards? Yes, we accept Visa and Mastercard credit or debit cards. We also accept checks, cash, and Pay pal. If you are paying by check or cash, we ask you to leave payment before your departure for the pet sitter to pick up on the first visit. If you are paying by credit card please make sure that the office has your credit card 2 days prior to your service. You can also pay through our convenient app.

Can I tip my pet sitter? Tips are always greatly appreciated! 100% of all gratuities go directly to the pet sitter!

What is your cancellation policy? If pet sitting service is cancelled less than 48 hours (72 hours during holiday periods) prior to assignment starting date, Client will be charged a 50% cancellation fee. No credit is given when Client returns home with less than 48 hours of service remaining.

If daily dog walking service is cancelled less than 4 hours in advance you will be billed the full amount for the dog walk.

Do you charge extra on Holidays? Visits on holidays will incur an additional fee of \$5 Holiday rates apply to the following days: New Years, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas.

Thank you again for choosing Top Dog! We are looking forward to caring for your pets and your home. Should you have any questions or concerns feel free to contact me by phone or email. We always want you to be comfortable and very satisfied with our services.

Shannon McKinzie

Email-Shannon@topdogpetsit.net Phone-817 249-WOOF (9663)