



Cat Client Handbook

Thank you for choosing The Dog Walking Network as your pet care provider!

We are a small company in Brooklyn that focuses on consistency in dog walking and superior pet care for all of your furry family members. We get to know your pet through a complimentary consultation then introduce him or her to one of our experienced pet caretakers.

We provide exceptional care for all of our clients and specialize in individually tailored pet needs, from single dog walks for special needs dogs to medical cat sits. We ensure your dog, cat, bird, guinea pig, fish (etc!) receives the love, attention, exercise, and care needed to keep them happy and give you peace of mind.

We provide dog walking and pet care services in Park Slope, South Slope, Greenwood Heights, Carroll Gardens, Boerum Hill, Windsor Terrace, Kensington, Gowanus, Prospect Heights, and Crown Heights, 7 days a week rain or shine.

All of our pet sitters are insured and bonded and have lots of love to give!

Please take the time to read through this client handbook to better get to know our services and policies and check out our website www.thedogwalkingnetwork.com for additional details.

As always, if you have any questions or comments, please let us know. We look forward to caring for your pet!

Best,

Amy Crossfield and Lynne Ruffini, Co-Owners

❖ **Hours**

- The Dog Walking Network office is open 9AM-5PM Monday through Saturday
- We provide cat sitting services between the hours of 9AM and 7PM 7 days a week

❖ **Cat Sitting**

- Cat sits are 1/2 hour and include playtime, feeding, litter cleaning, and providing lots of love
- **Scheduling policy:** Cat sits must be booked 72 hours prior to the start of service or clients will incur a \$15 last minute fee; holiday cat sits must be booked 7 days prior to the start of service or clients will incur a \$15 last minute fee
- **Cancellation policy:** Services must be cancelled 72 hours prior to the start of services; 100% of services will be charged 72 hours prior to the start date

❖ **Scheduling**

- All scheduling is done online through Leashtime; new clients receive log-in information prior to the start of services
- Cat sit requests made within 72 hours of the start of service will incur a one-time \$15 last minute fee; holiday cat sits must be booked 7 days prior to the start of service or \$15 last minute request fee will apply
- **Holiday Policy:** Cat sitting done on major holidays (New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas) and the surrounding days are an additional \$5. For cat sitting services, Christmas holiday rates apply from December 24 to January 2.

Fees for Service

Cat Sitting

\$27-per 1/2 hr visit (up to 2 cats)

\$30-\$42 1/2 hr medical visit

**Please note that there is a \$30 shopping fee associated with any shopping trips that must be made to replenish supplies. Please note there is a \$45 fee associated with a trip to a veterinarian to retrieve supplies.

All walking, cat sitting, and overnight (not boarding) services are subject to 8.875% sales tax.

We accept e-check, MC, Visa, and American Express.

Checklist Instructions for Cat Sit

Please fill out and print this checklist to be available for pet sitters at each visit.

FOOD

Where is the cat food stored?

Where is the cat fed?

What is the amount of food to give each visit?

Do we refresh water from the tap, or is a filtered source available, such as Brita or refrigerator?

*Please note that there is a \$30 shopping fee associated with any shopping trips that must be made to replenish supplies

LITTER

Where is the litter box kept?

Do we flush the litter clumps and solid waste in toilet, or remove from house in bags to dispose of in trash?

Where is fresh litter stored?

Where can we find bags for waste removal?

TREATS

Do you give your cats treats, such as Greenies or catnip, or hairball remedies?

How many treats should we give your cat, if any?

Where are the treats stored?

MEDICATIONS

Is your cat in need of medication? If so, please leave detailed instructions.

What is your veterinarian's contact information?

*Please note there is a \$45 fee associated with a trip to a veterinarian to retrieve supplies.

TOYS

What is your cat's favorite play activity?

Where are the toys, such as laser pen or soft toys, stored?

BRUSHING/PETTING

Does your cat like to be petted, brushed or combed?

Where will we find brush/comb?

PERSONALITY

Is your cat friendly, shy, easily won over, playful, hypersensitive to touch, a lap cat or full of play?

Does your cat hide, and where might he likely be hiding if he doesn't greet us?

FORBIDDEN ITEMS

Are there any plants, string, plastics, wire, bags, paper towels, foods, toys, or anything that we should keep away from your cats?

Items around the house that we should be aware that your cats must stay away from, such as venetian blinds?

Items that your cat has eaten in the past that have made him ill?

Are there areas of your home that you do not want your cats jumping on, such as counters or table?

HOUSE INFORMATION

Windows: open with screen? Or closed at all times?

Air conditioner, on? What are the temperature parameters?

Does your cat like to dash into the hallway when door is opened?

Do you leave the TV or radio on during the day for your pets?

Do you leave any lights on at night?

Where are your trash can and recycling bins located in your home and in your building? Do we need a key to access the building's trash and recycling area?

Do neighbors or friends have keys to apt? What is their contact information?

Do you have an alarm? Please provide us with instructions.

YOUR CONTACT INFORMATION

Please provide us with contact information and all phone numbers where you can be reached (if you are staying at a hotel, for example).

If you can think of anything else about your cat that you need us to know, please share! Thank you.