

# Frequently Asked Questions.

**Q:** What is Pet Sitting?

**A:** Pet sitting is when a pet care professional visits your home in a mobile capacity for scheduled visits to care for your pet(s) in their own familiar home environment.

The visits are customised to meet the needs and routines of your pet(s). The pet sitter comes when and as often as you wish and can even spend the night in *some* circumstances. Your home can also be cared for by an Oz Pet Minders pet sitter. We can bring in the mail and newspapers, pick up packages and handle junk mail, adjust your TV or radio, alternate lights and blinds, take bins out & in and even water plants. This gives your home a "*lived in feel*" to deter burglars.

**Q:** Why should I use a pet sitter rather than board my pet(s) in a traditional caged pet care environment?

**A:** We feel that your pet's normal routine should not be disturbed unless absolutely necessary. By boarding your pet(s), you risk their comfort, health, and psychological well-being. Just the ride to the boarding facility alone can be an inconvenience for you, as well as stressful for your pet(s). Having a professional pet sitter come to your home is the next best thing to having you there. You also have the added benefit that our regular visits may act as a crime deterrent.

**Q:** I already have a pet sitter – why should I switch to an Oz Pet Minders Pet Sitter?

**A:** Oz Pet Minders is a professional 100% Australian owned and operated pet care service organisation. Our sitters are provided with the support and tools to give you the best, most reliable service available. Honesty and integrity are vital ingredients of everything we say and do. While individual pet care service providers can be capable and responsible, they often cannot offer you their services 365 days a year guaranteed. And if those individuals have an emergency of their own, who will step in to care for your pet(s)? You will *never* have that worry with our service.

We also operate a 24 Hour booking & query hotline for our customers' peace of mind. ☎ **04888 69 738**

**Q:** Are you fully insured?

**A:** Yes, we are a fully insured pet care organisation with \$5,000,000 worth of liability insurance coverage.

We are also a member of the Pet Industry Association of Australia (PIAA.net) who are the largest & most respected pet industry voice in Australia.

**Q:** Who are your pet sitters?

**A:** Our pet sitters are mature, responsible animal lovers who are carefully selected based on their experience and high quality ethics. All sitters are carefully screened, and go through a thorough background and reference check. They are then sent through our training program that is designed to underscore home security, safety for your pet(s), and the highest possible quality standards.

Our sitters love what they do and it shows!

Please note: All of our pet care professionals must have a national police reference check & hold Pet CPR & 1st Aid Certification.

**Q:** Can I meet my sitter?

**A:** Absolutely! When you become a new client of Oz Pet Minders, we will schedule a consultation with a pet sitter in your area. They will meet you and your pet(s), become familiar with your home & pets routine, in addition to discussing all important information about your pet(s) and home needs. We know that you and your pet(s) like the same familiar face, so you will (in most cases), have the same sitter unless you move to another area of Victoria. If your primary pet sitter is not available, another one of our fully qualified professional pet carers will be. If you give us enough notice, we will offer you a meeting with your back-up sitter. That sitter will then be your permanent backup sitter whenever your sitter is not available. We strive for consistency, which is another element that sets us apart from other pet care providers.

**Q:** What type of animals do you pet sit?

**A:** We care for dogs, cats, birds, fish, rabbits, guinea pigs, chickens, turtles, frogs, snakes, goats, cattle & horses...you name it; big or small, we care for them all!

**Q:** How many times a day will you visit? What about overnight?

**A:** We try to accommodate every situation; the least frequent service we offer is every second day (usually for cats or caged pets). We usually do a maximum of two visits per day upon request, a combination of extended visits and/or overnight stays in *some cases* – which ever fits the needs of you and your pet(s). We will be happy to discuss your requirements and help you come up with a schedule of services to fit your needs.

**Q:** Can you give my pet medication?

**A:** All of our sitters are able to give most pills, liquids, and topical medications to a majority of pets. We strongly advise that needle administered medications like insulin and allergy shots, and in some cases, sub-q fluids are administered by your preferred veterinarian.

**Q:** What happens if my pet becomes sick or injured?

**A:** We are committed to the excellent care of your pet(s). Should your pet become sick or injured, we will make all reasonable attempts to immediately get in touch with you or one of your listed alternate contacts. We then follow standard emergency pet care procedures.

**Q:** Can I have someone share pet sitting duties with my friends or family?

**A:** Consistency is vital to providing the best possible care for your pet(s). While it is ideal for our sitter to provide 100% of the care during the entire period that you are away from your home, we will agree to share that service with whomever you entrust to help out, in most cases. However, we do require that you provide us with their name and contact information, and we ask that you provide them with ours. They must be made aware that they can contact us 24/7 (04888 OZ PET) if they cannot fulfil their part of the service, and we will take over the entire service immediately where possible. We also require that a written log be left in the home, with both the friend/family member signing with the date & time of each visit. If they do not sign & date for a time they were to have been there, and we cannot reach them or you, we will take over the entire service immediately. The very best interest of your pet(s) and home are our primary concern. In our experience we have learned that communication is key to the most successful outcome.

**Q:** What if I need last minute service?

**A:** When "life happens", you can rely on us to be there for you and your pet(s). Once you are established as an Oz Pet Minders client, we can usually service you the same day during emergency circumstances that are beyond your control. This is another great reason to keep your keys on file with our "Key-Bank" service, one less detail to worry about. Clients are advised to contact us for more detailed information regarding our Key-Bank service.

**Q:** I never have time to go to the groomer or vet – can you help?

**A:** Yes! We offer a pet taxi service to take them wherever they need to go. Your sitter can take your pet(s) to and from their appointment.

While 24-hours' notice is ideal, if you have an emergency, we will make every effort to accommodate your needs. If you need someone to stay with the pet(s) and get instructions, your professional pet sitter can meet with your vet, obtain a written diagnosis, and pick up any required medications.

**Q:** Does my dog need to be on a leash if trained?

**A:** ABSOLUTELY! While your dog may be trained, it is our strict policy to always keep your pet(s) on a leash whilst in our care outside of your home or property. This will ensure we have complete control over any unforeseen problems that may arise. There are also on-leash laws enforced by local councils in many suburbs.

**Q:** Will my dog be walked in extreme temperatures or weather?

**A:** You should discuss with your sitter how best to care for your pets in extreme weather. During the high temperatures in the summer, our walks will be brief. We do not want your pet(s) or our sitters to become over exposed, and suffer from heat exhaustion. During severe thunderstorms, or if road and walking conditions become dangerous, we will do all we can to ensure your pet(s) get out for a toilet break. We will resume regular walking schedules once the severe weather has passed.

**Q:** Will you pick up after our pet(s)?

**A:** Your sitter will pick after your pet(s) when they are out on their walk. They will also pick up after your pet(s) if they go in your yard while under their care, if requested.

We offer poop scooping services upon request as part of our standard "pop-in" visits. Additionally we will, of course, take care of all cat litter boxes. If your pet(s) get sick in your home, we will clean up after them, in most cases. If this requires extended time beyond your scheduled visit, there may be an additional charge.

**Q:** Will my sitter have their own supplies to clean up after my pet(s)?

**A:** You are responsible for providing your pet sitter with all cleaning supplies, including bags for picking up or scooping waste, paper towels, carpet cleaners, etc. Please go over any specific details with your sitter for anything that requires special care, i.e. delicate or expensive carpets and rugs.

**Q:** How do you handle my keys?

**A:** **Two (2) working keys should be given to your sitter during the initial introductory meeting.** Many clients have us keep their keys on file (In our [Key-Bank](#)) so we are ready to provide future service at a moments' notice. If you require your key to be returned, there may be an additional charge for future key pick up or drop off arrangements.

**PLEASE TEST ALL NEWLY MADE KEYS TO SEE THAT THEY WORK PROPERLY!!** If you live in a gated community, you will also be required to provide your primary pet sitter with a gate code or an access device.

**Q:** What do I do if I'm ready to book your service?

**A:** You have three options. You may call/text our office on **04888 69 738**, or email us at [info@OzPetMindlers.com.au](mailto:info@OzPetMindlers.com.au). You may also go to our CONTACT tab on-line at [www.OzPetMindlers.com.au/contact-us](http://www.OzPetMindlers.com.au/contact-us) to conveniently request a scheduled pet care service. Keep in mind, if you want to book on-line, your service request cannot be less than 72 hours in advance. If your request is for service within the next 72 hours, please call or email us as soon as possible.

**Q:** How and when is payment required?

**A:** Payment is due before the beginning of our first service visit. We can accept payment by cash, or via an online transaction by credit card or Pay Pal. You will receive a confirmation email approximately 3-7 week days prior to the start of your service, reminding you of the amount due, so that you may make your invoice/account payment prior to our first scheduled visit. We also strongly advise clients to leave \$5.00 in cash for each calendar days' absence during any long vacation for your sitter in rare circumstances whereby pet food supplies may run out. Please leave any cash in a pre-arranged location like your kitchen bench or wherever your pet supplies are kept. If you are paying by credit card, you will be required to settle your account at least 7 days prior to the first day that our services begin. For clients with permanent (or regular) daily dog walks, you will be billed monthly in arrears at the beginning of the following month that our services are provided.

**Q:** Does my sitter accept tips?

**A:** Tips are never expected! We do not encourage this practice, but on very rare occasions some clients have been known to insist on leaving a small amount of cash for their pet sitter for a job well done. 100% of all tips go to your sitter.

**Q:** Can I contact my sitter directly?

**A:** You and your sitter may talk directly about the care of your pet(s) and home, but **ALL** reservations – including **ANY** booking changes and cancellations – **MUST** be made directly with our office via our 24 Hour Hotline ~ **04888 69 738**.

**Please Note:** Your sitter **CANNOT** change their own schedule, so please contact the office directly at ALL times regarding any bookings, changes of address or other contact details.

**Q:** Are there any extra charges for holiday care?

**A:** Extra charges we have during the holidays, or any other time, are for last minute reservations. For emergency services, we require at least 24-hours' notice to book a service. For major holidays, we require two weeks' notice & on some occasions use our discretion to apply an additional \$15 (Per Visit) Public holiday surcharge during extremely busy & popular holidays such as Christmas/Boxing day & Easter periods.

**Q:** What is your cancellation policy?

**A:** 24-hours' notice for all **NON-HOLIDAY** cancellations is required. There is no refund for service that is cancelled same day, however, the remainder of the visits beyond that will be held as a credit, or promptly refunded. If you return home early without notifying us, you will be charged for any attempted visits. During the holidays, **ALL** cancellations should be made at least one week prior to scheduled service. Last-minute cancellations may be subject to a 50% cancellation fee. No refunds will be given on holiday services after the job has started.

OVERNIGHT bookings must be paid prior to the commencement of your pets' first nightly stay.

**Q:** What if I am unsatisfied with my sitter or my service?

**A:** We encourage you to contact us immediately if you are not satisfied in any way with your sitter or our service. We will address any issues, and hopefully rectify whatever problems you may have. We want to live up to your expectations, so please contact us as soon as possible if that hasn't happened. Occasionally, a sitter and pet, or a sitter and a client, just don't "mesh". We strive to have multiple sitters in all areas we service, as we want to provide you with that "*perfect fit*".

**Q:** Do you have a referral program?

**A:** Yes! Our best advertising is a happy client! Refer our service to a friend, family member, or co-worker, and we will reward you with a \$20 Coles gift card. They **MUST** mention your name when they book our services. A \$20 gift card will be sent to you within 7 days of their payment for our services.

If you have a question that we have not answered, please give us a call on **04888 OZ PET** or email us at [info@OzPetMinders.com.au](mailto:info@OzPetMinders.com.au)