

Our Mission

We are dedicated to serving our customers' needs, & our goal is 100% customer satisfaction. All of our furry, scaling & feathered friends deserve the best & that is what we give. You can feel confident you are entrusting your home & precious pets with responsible individuals.

We are insured & bonded through Pet Sitters International. Whether you are away on business, vacation, working long hours, or have an unplanned trip or ant pet need; we can be there when you can't. Furry Friend Pet Care understands how difficult a separation of any length can be for you & your pets, & our services & personal care can ease the stress of that separation.

We are dedicated to giving your pets that quality care & loving attention that they deserve. We can make any separation easier by providing in- home care visits that are tailored to your pets' needs.

These services eliminate the added stress of removing your pet from his or her home environment while you are away. Furry Friend Pet Care offers professional in-home pet care services to clients all over the metro Atlanta area. Additional fees may apply for services outside our area.

Why Choose Furry Friend Pet Care?

Some of the benefits of selecting pet sitting for your animal care needs include:

- Your pet remains in his/her home environment-that familiarity reduces the stress of separation.
- Your pet follows his/her normal care routine.
- Your pet is not exposed to illness & parasites from other animals
- Your pet receives personalized care, love & attention while you are away.
- Your pets' care is tailored to your & his/her needs.
- You are not inconvenienced or upset by having to transport your pet.
- You have peace of mind that your pet is in capable hands while you are away.
- You also have peace of mind knowing someone is keeping an eye on your home also.

Why Choose Us?

- Veterinarian recommended
- Our business is locally owned & operated
- Specializing in dogs, cats, reptiles, birds.
- Specializing in special needs & geriatric animals
- We are insured & bonded

Services We Offer

- Lots of tender loving care
- Feed/water your pets
- Walk exercise your pets
- Administer certain medications
- Clean litter boxes
- Water plants
- Take in/out mail newspaper trash
- Pet taxi
- Pooper scooper service
- Lost key service

Preparation Makes A Difference

A few last minute preparations can make a big difference for us & more importantly for more time we can spend with your pet. We ask that you leave everything necessary to care for your pet in one general visible area such as the kitchen counter or laundry room.

- Food
- Treats
- Food/water bowls (We will be cleaning your pet bowls & litter frequently)
- Medications
- Toys (Chew toys help dogs while you are away in your absence)
- Leashes/collars (Make sure your pet has a proper fitting collar with an ID)
- Pet carrier
- Brush/comb
- Litter/scoop (We will not flush pet litter even the flushable type)
- Leashes/collars
- Watering can (For plants)
- Spoon for wet dog food
- Can opener
- Cleaning supplies (garbage bags, litter, carpet cleaner)
- Leave a t-shirt you've recently worn where your pet sleeps for a security blanket
- I can also provide my own scented apparel for animals that need to get acquainted
- If your pet is having an "under the weather" week, let us know
- If you have rugs or carpet that require special treatment let us know along with special cleaning solution
- We do not service homes or animals with severe flea infestation for the sake of our other clients.
- Put away & secure all valuables.
- Leaving a television or radio on is a great crime deterrent & companion for your pet.
- To prevent damages from electrical storms or injuries (chewers), unplug any appliances.
- If there are any areas off-limits to your pets, please shut the door or gate the area.
- Continue mail newspaper & trash services, we will handle these chores if directed.
- Most visits will be early in the morning or evening visits, please if possible set your lights on a timer if possible so we don't have to walk into a dark house.
- Make sure all doors, gates & entrances are secured. Please do not lock any storm doors that we have to gain access to.
- Leaving a television or radio on is a great crime deterrent & companion for your pet.

Preparation Checklist For Clients

Following is a list of things that you can do to help us serve you better and to be sure that your pet's time with us is a pleasant and safe one. This checklist is provided for your convenience and to help you with your vacation plans. Check off each item as you've seen to its completion. We hope you find this list helpful!

- Schedule your pet sitting ahead of time; at least a week is best. That gives us time to meet you and your pets and to arrange services properly.
- Make sure all pets are up to date on required vaccinations. Have your rabies (required of all dogs and cats) and other vaccination certificates handy for our get-acquainted visit. You may wish to prepare photocopies of these documents ahead of time.
- Leave phone numbers available. You may wish to provide us with a copy of this list as well as leaving a copy in plain sight in the house. The numbers and contact information you need will be; your

own numbers for where you will be staying while away, along with an itinerary if those contact numbers will change; Your veterinarian's number and (if desired) the number of an emergency kennel.

- Leave written permission, as arranged with your veterinarian, for your pets to receive emergency medical attention. This is in addition to our signed veterinarian release form
- Two emergency contacts: neighbors, friends, family
- Tell us about any special needs or unusual habits your pet might have ... allergies, hiding places, health problems. Be sure all care instructions are in writing and easily accessible
- Make sure to stock up on all supplies, foods, etc, and that all equipment for caring for your pet is easily accessible to the pet care provider.
- Assure the secure and safe operation of all care items (i.e.: gates secure, fences in good repair, etc, etc.) on your property. Be sure all are in good working order before you leave, and the property and home are safety-checked.(remember don't lock the storm door if we need access)
- Set your thermostat at a temperature comfortable for your pets
- Inform neighbors who may be looking out for your property that the pet sitter will be making visits to your home. You may leave our name and phone number with these neighbors as well, in case they feel the need to alert us of any unusual happenings that may concern your pets.
- Count heads before you leave! Make sure all pets are accounted for and safe ... you wouldn't want to accidentally lock someone in a closet while packing, for instance.
- You may wish to request that we copy your door key to keep for future visits. If so, the actual cost for key copying will be added on to your total bill.
- If you have a security system, please write out all necessary instructions and notify the company that you have a pet sitter coming by and provide them with our name and phone number.
- Let us know of any relatives or neighbors that have permission to enter your home while you are away. You may wish to also provide them with our name and number in case of emergencies.
- Remember that you can call us at (404) 271-4254 at any time to check on your pets while you are away. An answering machine will be on at all times if no one is there to pick up. We can even email you if you desire.

Be sure to call as soon as you arrive home to let us know you are back.

Be sure to let us know if your departure or return will be delayed & call us when you return. We will continue service if we have not heard from you. Take our card with you so you can call us.

Our Standards

We will not answer your phone. If you need to contact us at any time please call our phone number (404) 271-4254. When your key is in our possession it will never have your information. Keys alarm codes & keypads will always be kept in a secured locked location while in our possession.

Your privacy will always be highly respected. While in your home, we will always remain in areas that are required to care for your pet or home as specified. Areas that do not contain pet supplies or cleaning supplies are not of our concern & will always be treated accordingly unless we feel that it is to the importance of your property or our or your pet.

On daily visits, your home will always be as you left it. Unless directed otherwise. We will at times use our own judgment in some situations if we have some reason to believe something is not as it should be & we are not able to contact you to discuss it. For example if your door is unlocked when we arrive, we would assume it should be locked. If there is any thing we should know before hands please let us know.

We will always clean up after your pets to the best of our ability. We do what we do because we love animals. We would never leave a mess behind after our visit. Any & all messes will be cleaned up before we leave your home.

Our Visit

We try to leave every house as we found it on our first visit. We do sweep excessive hair, food, bedding, & clean up any accidents as best we can. We clean litter boxes as needed & always before your return. We do wash our hands & sanitize our clothing & footwear each time to minimize pet disease exposure.

Visits for dogs will be spaced accordingly to the number of daily visits. Cats, birds & other animals will be visited on as close to the same time each day depending on schedule. We can only guarantee a reasonable amount of time between visits for your pet based on how many visits per day you request. Generally pets needing medication or special needs get highest priority.

In the event of extreme temperatures or flooded roads, your pets' outdoor time/walk may be limited to help ensure safety. We will make up for it with extra attention indoors. If we feel your pet is in danger of being too hot or cold, we do reserve the right to turn on fans, air conditioning, heating as needed. Outdoor animals may be moved inside or boarding arrangements may be made if we feel your pet is in danger due to extreme conditions. And many dogs do not like to go out in the rain or heat but if yours is one of them, we will do the best we can to make them take care of business.

We do our best we can to give your home a lived-in look: lights blinds & drapes can be alternated; mail newspaper & trash can be taken in our out. Any other reasonable request will be honored. We never disclose the names or addresses of our clients & make every effort to conceal our clients' absence.

We will water plants that need them. We will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are unfavorable. We are also not responsible for water damage caused by watering these plants to surfaces, carpet or rugs.

Back Home Again

You've finally arrived home. One more important thing to do! Remember to call me (404) 271-4254 at any hour to leave a voice message to remind us you are home.

To ensure the safety of your pet we will keep checking on the well being of your pet & security of your home after one skipped visit. It is our policy to resume visits until we are notified. These additional visits will be charged at an hourly rate so please inform us ahead of time if you know you will be delayed.

You also will not want visitors as early as 6:00 in the morning after a long trip. So coming home sooner or staying later, please be considerate & allow us to plan extra visits for you at the normal rate.

For The Future

You are looking to spending the holidays with the family or there's an upcoming business trip & you need us to take care of your pets. Be aware we are an advanced reservation service with a limited number of bookings. In order to maintain the highest quality for all contracted visits, we do not overbook, regardless of season or demand. We are not an on-call (except by special arrangement) or emergency service, though when possible we will try to handle emergency situations.

Short notice(less than one week) will be accepted if space is available, however two weeks notice or more is strongly recommended, & one month may be required for the holidays. Please feel free to inquire about last minute services but availability is on a first-come first serve basis. The more notice you give us the chances are better that we will be able to book your dates so please notify us as soon as you know when you will need our services.

For the safety of your pets, & because phones & computers can crash, reservations by voicemail or email are not considered final or guaranteed until confirmed. Always confirm your reservation with us directly as we cannot accept voicemail or email as a reservation. If you need to extend your trip, we will only accept extensions by direct confirmation also. This ensures that we won't miss your request & your pet won't be left alone.

Cancellations

A 48 Hour notice is required for all cancellations except for holidays where one week is required. Otherwise one scheduled visit fee will be charged as a last minute cancellation fee.

Payments

All first time clients will be expected to pay for full at the first time consultation. All previous clients will be expected to pay on the first day of service. This can be left on the table. Any exceptions must be made prior to arrangements & pet sitting services. All unplanned services must be paid within 14 days of your return trip.

Price Listing

Pet-Sitting Prices: (Cat or Dog)

\$18.00 / visit – Price will be determined after initial consultation and determination due to actual time involved for services. Certain fish, reptiles, birds in addition to the dogs or cats are included free of charge. Remember this fee will be set up upon determination to feed, clean-up and give plenty love to your pet as needed. Rates are set upon 15 minute increments after first 30 minutes. You can always request extra time be spent with each animal if desired.

Dog Walking Prices:

\$85.00 a week (Monday – Friday) Set up on a weekly or monthly basis only. Otherwise please refer to normal pet sitting rates of \$18.00 per visit. This is for only walking and potty visits only.

In –Home Pet Sitting Kenneling:

We offer in home care on a space available basis. Rates are \$35 for the first dog and \$15 for each additional. Please call for rates on small caged animals and parrots. This service is based on 24 hour rates and additional charges may apply.

Pet Taxi

Trips to/or from veterinarian, groomer, obedience class, etc. This will be at the rate of \$25.00 one-way and \$35.00 round-trip. Payment for these services must be received in advance. There may be an additional \$.48 a mile charge outside of specified 10 mile range. Please call for arrangements and rates. We also provide service picking up food, supplies , or other errands if needed for a nominal charge.

Additional Services

Please let us know if any other services we can perform for you or your pet. There is an additional \$10.00 charge for holiday visits on New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve and Christmas Day. There is a \$35.00 Returned check fee

Referral Service

Please share Furry Friends Pet Care information with your friends, families, neighbors, colleagues, etc. In exchange for your referral, you will receive one free visit. Thank You!