



Thank you for choosing The Savvy Sitter, Pet Sitting and Dog Walking LLC, to care for your pet. We would like to welcome you into our PAWESOME family!

We commend your decision to hire a sitter and allows your pet(s) to stay in familiar surroundings during your absence. Furthermore, your pet(s) will receive more attention and personalized care, ensuring that they stay happy and healthy while you are gone.

In order to provide this excellent care, we need to learn more about your pet. Our first meeting, also known as a “Meet and Greet”, allows us to ask questions about your pet’s unique needs and schedule. The Service Agreement will also have this information, but you are welcome to leave behind additional notes on your pet’s care. As these questions are answered, we will gain a better understanding of how to meet those needs and all the information you share so that we can provide exceptional service.

Our goal is to develop a strong relationship with your pet(s), but this won’t be fully accomplished during the first meeting. Often the first several visits your pet maybe unsure of what is going on, may not eat or show different behaviors. We do not want to make your pet uncomfortable, so we will not rush through services and may alter what was requested to meet the comfort level of your pet(s). For example, if the pet is schedule for a 30 min visits and with a walk, but keeps their distance from us, we may alter the visit to be more of a bonding exercise. We want to go at the pet’s pace and that may It take time, patience, respect, and kindness to slowly win your pet over.

During each visit with your pet(s), we will spend some time getting to know your pet(s). As your pet(s) becomes more familiar with us, a lasting friendship will result. This will make it much easier for you to use our service again in the future because your pet will already be comfortable with our presence.

In order to reserve our services, a Meet and Greet and our paperwork must be completed before we can officially schedule services. Please make sure you have the following completed:

- Service Agreement
- Pet Parent Check List

We also want to assure you that your reservation with us secures our dedication to you and your pet. If necessary, we will turn away other clients to keep our commitment to you. So, please take note of our cancellation policy:

- More than 2 Weeks’ Notice: Full Refund
- 7-14 Days’ Notice: 75% Refund
- 3-6 Days’ Notice: 50% Refund
- Less Than 3 Days Notices: No Refund
- Clients served on a weekly basis are exempt from these terms

Services that are scheduled that fall on or around Major Holiday(s)/ School Breaks that are canceled will not be refunded or credited.

We are looking forward to becoming better acquainted with you and your pet(s) and promise to provide the best care possible.

Thank you again for choosing The Savvy Sitter, Pet Sitting and Dog Walking, LLC. We look forward to serving you and your family!

Sincerely,

Savanna Westwood, The Savvy Sitter

