



Karing by Kristina Complete Pet Care Professionals



Karing by Kristina—Policy Guide

Karing by Kristina



Complete Pet Care Professionals

2009

Areas of Coverage	2
Pet Sitting Hours	2
Initial Interview	2
Reservations	2
Returned Checks	2
Holiday Rates	2
Monthly Walking Service	3
Payment for Services	3
Overdue Payments	3
Late Service Fees	3
Customer Reminder List	3
Owner's Responsibilities	4
KbK's Responsibilities	4

What is Karing by Kristina?

We are an in-home professional pet care service catering to you and your pets' specific needs. We offer a solution to give relief to owners who no longer have to impose on family, friends or neighbors to care for their pet(s) while away. We also offer extra services, such as crime-deterrent measures, watering plants, bringing in the mail, etc. The incredible growth of the in-home pet care industry over the past few years is evidence of its effectiveness in well-satisfied owners with well-cared for pets.

Kristina Di Chiacchio Robertson had a dream to start a business where people could leave their pets at home in loving hands and not worry while they were apart. Kristina founded Karing by Kristina in 1991 with this goal in mind. Kristina is a member of the National Association of Professional Pet Sitters as well as Pet Sitters International.

Services Available

- Monthly Contract Walks
- Single and Multiple Visits
- Mid-day Walks
- Bed and Breakfast
- Overnight Stays
- Yard Waste Removal
- Obedience Training
- Taxi Service
- Emergency Service

MISSION:

Karing by Kristina is committed to helping pet owners provide care for their pets while apart and giving those pet owners peace of mind about their home and pets while away.

CONTACT INFORMATION

Below is our mailing address and phone number.

Karing by Kristina Complete Pet Care Professionals
 2006 Mt Vernon Avenue
 Alexandria VA 22301
 703-329-1043 or 1-877-2-PETSIT
 (1-877-273-8748)



While we are at your home, we will:

- Feed pets, change water and clean up
- Walk dogs
- Scoop and change litter boxes
- Play with pets and give them lots of love
- Fill bird feeders
- Check for any medical problems
- Give medication and admin. injections
- Bring in the mail and newspaper
- Take out the trash
- Set alarms
- Adjust lights and blinds



Areas of Coverage

Currently, we have numerous, professional pet sitters available to provide pet care in:

- Charles County, MD
- Prince George's County, MD
- Northern Virginia
- Washington, DC



Pet Sitting Hours

We aim to satisfy all our clients, so Karing by Kristina does not have set hours. However, we make every effort to get indoor dogs out as early as possible in the morning. And if your pet needs medication at a particular hour or our puppies and geriatric friends have special needs, we will make every attempt to meet these requests.

Did you know that each March is National Pet Sitters Appreciation Month?

Consultation

During our consultation, a Karing by Kristina Professional Pet Sitter will meet in your home with you and your pets in order to find out pertinent information about the medical history and behavioral habits of your pet(s), their present condition and care needed in our absence, plus information about the security of your home.

At the initial interview, the following needs to be presented to the pet sitter:

- Pet Photo
- 2 sets of house keys
- Vaccine records
- Any pertinent information

The initial interview has a one-time charge of \$15.00. All pet sitting reservations MUST come through the Karing by Kristina office. Our office hours are Monday through Friday, 9:00am—5:00 pm. However, phones are checked throughout the weekend for emergencies only. Once you have contacted our office, we will then contact your pet sitter and they will be in touch with you in a timely manner. If you do not call the office before services are rendered, our insurance will not cover you under Karing by Kristina's Bonding and Insurance Policies. Since your pets are such an important part of your family, KbK wants to ensure that there is no possible way that they would not be cared for.

Reservations

By the office knowing your job is taking place, we can confirm the job with your pet sitter as well as you. This is all for the safety and security of you and your pets.

Returned Checks

There will be a \$25.00 handling charge, in addition to any charges presented by the bank, for checks returned for any reason.



Holiday Rates

Special holiday rates will be in effect for the following dates:

- New Year's Day
- Easter Weekend
- Memorial Day Weekend
- Independence Day
- Labor Day Weekend
- Thanksgiving Day Weekend
- Christmas Eve
- Christmas Day



V.I.P. Service

Karing by Kristina offers a monthly dog walking program, entitled our V.I.P. (Very Important Pet) service. Your dog is guaranteed a walk 3 days, 4 days or 5 days a week at a specific time. With this program, you agree to pay for the entire month of service up front at a discounted price. You may cancel up to 3 V.I.P. visits per month and have the fees credited to your account for use toward any future on-call service (excluding V.I.P. service). This credit will expire six months after posting to your account. The cancellation rate credited to your account is equal to the per-walk V.I.P. rate quoted on the Rates page of our website. The benefit of this program is knowing that your dog is being walked and cared for Monday through Friday at the same time every day. Also, you will never lose your specified time slot with our walker. If there is a time when you will be away during the month, our walker will come in and check on your home, pick up your mail, etc. When you return, you will still have your same time slot. You must notify Karing by Kristina by the 25th of the month to cancel the next month's service.

As a V.I.P. member you will receive 10% off all other KbK on-call services and 10% off at Barkley Square!

Overdue Payment

Payment is expected within 14 days of the date of invoice and will be considered overdue if not received by the invoice due date. We reserve the right to charge a 10% late fee to all accounts with an overdue balance.

Client Reminder List

These are some items to have available for your pet sitter:

- Can opener
- Cleaning supplies
- Newspapers
- Pet food, treats
- Medication
- Container for plant watering
- Walking leash
- Broom and dust pan
- Dust Buster or similar sweeper
- Paper towels
- Garbage bags
- Litter and scoop
- Utensils, extra set of bowls
- Toys
- Towel, in case of rain

**If you would like to receive
your invoice via e-mail, please
call the office to set up**

Payment for Service

Karing by Kristina requires a credit card on file with us to provide service. However, we accept checks and money orders as well as credit cards (Visa, Mastercard, American Express). We also offer EFT debit of your checking or savings account. For new clients, we require payment of half of your invoice amount in advance for invoices of \$50 or more; for existing clients, we require payment of half of your invoice amount in advance for invoices of \$200 or more.

Our V.I.P. service requires EFT or credit card payment method on file. We offer \$5 off your V.I.P. invoice if you choose to use EFT as your payment method. We also offer a 10% discount for six-month advance payment and a 15% discount for twelve-month advance payment.

Karing by Kristina will mail or email you an invoice with your balance due at the conclusion of your visit. If you choose to be invoiced via email, please call our office to set up this procedure. Please do not give any money to your pet sitter directly unless it is a tip.

Karing by Kristina requires a credit card on file. However, we accept checks and money orders as well as credit cards (Visa, Mastercard, American Express). We also offer EFT debit of your checking or savings account. Please call the Karing by Kristina office to confirm your credit card information is up to date.



RATES:

*Please call the
Karing by
Kristina Office
for price quotes
on our services.*



Client Responsibilities

1. To make sure the office has a signed copy of your Contract for Services.
2. To advise your Veterinarian that Karing by Kristina will be caring for your pet(s) in your absence and to give him/her our phone number. We will provide you with a Medical Authorization in case of emergency.
3. To have all your pet(s) inside your home on our first visit so we will know they are secure. Exceptions: dogs in fenced yards or outdoor cats.
4. Make sure your pet(s) wear identification.
5. To provide ample food, litter, cleaning equipment and other necessary supplies for the extent of the visit. Please have supplies visible.
6. To inform Karing by Kristina if other people (friends, relatives, etc.) will be checking on your pet(s) or be inside the house.
7. To provide accurate information during the initial interview and subsequent visits concerning your pet's medical background and behavioral habits, including past aggressive behavior.
8. To call to confirm that you have arrived home. If we do not hear from you and have access to your home, we will return to care for your pets and you will be charged accordingly.
9. During the winter months extreme weather may occur. Please arrange for a neighbor to have a copy of your house key and information on your pet(s) in case road conditions prevent a pet sitter from reaching your home.
10. Maintain a flea-free environment. We reserve the right to refuse service to any client whose home is infested with fleas.
11. If we are visiting after dark, provide an outdoor and indoor timer on lights so the pet sitter does not have to walk into a dark house.
12. Take Karing by Kristina's and your pet sitter's phone number with you.
13. Give yourself peace of mind knowing that Karing by Kristina Total Pet Care will take excellent care of your pet(s)!!
14. Have Fun!

Karing by Kristina's Responsibilities

1. Follow the owner's directions for pet and home care and inform the owner if changes were necessary due to problems. We are not liable for any damage your pet may cause to your property or premises while following your instructions.
2. Provide pet sitters who are bonded, insured and trained.
3. Maintain cleanliness of pet areas and keep them in the condition in which we find them.
4. Monitor any medical changes in your pet(s), take them to the veterinarian if necessary and inform you of the problem.
5. Inform the owner of any medical emergencies with the pet(s) or problems with the home.
6. If your regular pet sitter is unable to make a visit to your pet(s) due to an emergency, every attempt will be made to arrange for an alternate pet sitter to care for them.
7. Give unconditional love to your pet(s) while you are away.

**Bonded and Insured
Vet Recommended
Superior References**

Karing by Kristina



Complete Pet Care Professionals

Karing by Kristina V.I.P. (Very Important Pet) Service Registration

Don't go another day without becoming a V.I.P. (Very Important Pet) client and leave the dog walking to us! As a V.I.P. client, your dog will enjoy the following benefits:

- Three-, four- or five-day per week walks at the same time each day (excluding holidays);
- The same dedicated pet walker each time;
- Discounted daily walk rates;
- Guaranteed on-call service;
- Extraordinary customer service – fresh water at the end of each walk, complimentary treats, clean up, a daily diary entry with the details of your dog's walk and time spent with his/her dog walker;
- 10% discount on all on-call KbK services, including Bed & "Barkfast" and Overnight Stays
- 10% discount at Barkley Square Gourmet Dog Bakery and Boutique at any time! In order to provide consistent, reliable employment for your dog walker, Karing by Kristina adheres to the following policies regarding our V.I.P. service:

Payment Policy

Payment for the monthly contracted services is due and payable on the 25th of the month prior to the month of service.

Payment for our V.I.P. service is via Electronic Funds Transfer (EFT) from your checking or savings account. We offer a \$5 discount in your monthly fee for using our EFT service.

Cancellation Policy

Our V.I.P. service may be cancelled in its entirety by the 25th of the month preceding the month being cancelled. Additionally, three single V.I.P. visits may be cancelled during one calendar month. The fees for these cancelled visits will be applied to owner's account and may be used toward any future KbK regular on-call service (excluding V.I.P. service). No refunds will be given for partial use except in the case of the death of the pet.

Holiday Policy

We observe the following holiday periods which are not included in the monthly service:

- New Year's Eve
- New Year's Day
- Easter Weekend (Sat & Sun)
- Memorial Day Weekend (Sat, Sun & Mon)

- Independence Day
- Labor Day Weekend (Sat, Sun & Mon)
- Thanksgiving Day Weekend (Thurs, Fri, Sat & Sun)
- Christmas Eve
- Christmas Day

The company will not provide V.I.P. service if service is not specifically booked and confirmed, payable at the holiday rate as outlined in the rate schedule.

Scheduling Policy

V.I.P. visits and cancellations must be scheduled through the office at 703-329-1043.

Registration:

Name: _____ Pet Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Signature: _____

Clients of Karing by Kristina Complete Pet Care Professionals may pay for our V.I.P. Service by the following means – please check the option you would like to use:

- Please deduct my payment from my checking or savings account via EFT (please complete EFT Authorization Form).
- Please charge my credit card on file (please complete Credit Card Authorization below).

Credit Card Authorization:

I hereby authorize Karing by Kristina LLC to charge the following card number for my V.I.P. service invoices. I understand that my card will be charged 7 calendar days before the 1st of the month on a recurring basis.

Cardholder Name: _____

Card Number _____ Expiration: _____

Signature of Cardholder: _____

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Contract for Services

I, _____, understand that Karing by Kristina LLC, d/b/a Karing by Kristina Complete Pet Care Professionals (“Karing by Kristina”) is committed to making my life, and my pet’s life, easier by providing in-home pet care to _____. Karing by Kristina agrees to provide services in a reliable and trustworthy manner at times as requested by myself in either an oral (i.e., by telephone) or in written manner to the Karing by Kristina business office. Any requests and changes (including information on the Pet and Client Profile forms) not reported to and confirmed by the Karing by Kristina office will not be honored and Karing by Kristina, its walkers, associates or employees will not be held liable for any claims or damages. (Initial_____)

Payment for Services

I have been advised by Karing by Kristina of its fees for rendered services and I agree that I am fully responsible for payment due in full at the conclusion of each appointment. I hereby authorize Karing by Kristina to charge my credit card any unpaid balances 10 days or more overdue. I understand that a finance charge of 10% will be added to invoices that are over 10 business days delinquent. I also agree that all cost, including emergency and/or medical costs, medication costs and food costs, incurred by Karing by Kristina during the care of my pet is my responsibility and I will reimburse Karing by Kristina for said costs. (Initial _____)

V.I.P. Monthly Service

If I elect to be a V.I.P. Monthly client, I understand that I will be eligible for significantly discounted pet care services in consideration for agreeing to a monthly service agreement. I agree and understand that I am responsible for an entire month’s payment for services regardless of how often I utilize services in that month though less service may be requested. I understand that I must provide Karing by Kristina with EFT payment information or a credit card to pay all V.I.P. fees. I authorize Karing by Kristina to charge all V.I.P. fees to this bank or credit card account until such time as I give cancellation notice according to the cancellation terms below. I understand that I must provide Karing by Kristina notice by the 25th of the month upon my intention to cancel V.I.P. services. If I do not give notice by the 25th of the month, the full V.I.P. fee will be due for the following month of service. (Initial_____)

I will receive ___ regularly scheduled Monday-Friday daily appointment(s) between the hours of 9am – 5pm within one-half hour of the agreed upon appointment time. I understand that it is my responsibility to notify the Karing by Kristina office if pet(s) will not be home. Pre-Paid Monthly contracted service does not include the following holidays: New Year’s Eve, New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day. Karing by Kristina will not provide services on these days as part of a Pre-Paid Monthly contract if service is not specifically booked and confirmed. I understand that Karing by Kristina follows the Federal Government’s Inclement Weather Policy and will not be charged for services not performed due to inclement weather. (Initial_____)

Medical Authorization/Power of Attorney

As the owner of the pet/animal set forth herein, I hereby grant Karing by Kristina, its employees, agents and/or independent contractors, the authority to render care and make decisions with respect to the health and well-being of the above-named pet(s). This power and authority shall extend to and include the authority to make decisions with respect to the feeding, and sheltering of the above referenced animal(s); the authority to seek appropriate medical treatment or attention on behalf of the above referenced animal(s) as may be required, including but not limited to, veterinary, and/or emergency care; and the power to authorize medical treatment and/or procedures in the course of any veterinary and/or emergency care.

This power and authority also includes authorization to place any charges incurred by the above itemized care by any veterinary doctor and/or clinic, emergency animal clinic and/or other care giver, in the course of any necessary treatment, to be placed on my account which will be paid upon my return, or, in the event an account cannot be established, I understand Karing by Kristina will pay a maximum of \$200.00 to begin veterinary treatment. I agree to fully reimburse Karing by Kristina for all necessary charges incurred in the care of the above referenced animal(s) in the acknowledgment that I am solely responsible for the payment of all necessary costs incurred with respect to the care of the above referenced animal(s). (Initial_____)

Key Release

I hereby authorize a representative of Karing by Kristina to use my house key(s) during the time she/he will be caring for my pets. I understand that it is my responsibility to provide two (2) working sets of duplicate house keys and any applicable alarm information. I also understand that, upon termination of service by either myself or Karing by Kristina, it is my responsibility to arrange for the retrieval of my keys. If I do not use Karing by Kristina's services for a period of one year, I understand that Karing by Kristina will automatically be disposed of without any further liability to Karing by Kristina. (Initial_____)

Liability

I agree that Karing by Kristina, its employees, agents and/or contractors, will not be held liable to me or anyone who may claim right due to relationship with me for any circumstances beyond its control, including but not limited to an unforeseen illness, injury, accidental death or reaction to veterinary treatment, damage to property or for the acts or omissions in the performance of services on the part of Karing by Kristina, its employees, agents or contractors, unless such acts or omissions are due to willful misconduct. I understand that all animals are cared for by Karing by Kristina without liability on its part for loss or damage from, but not limited to, disease, death, running away, theft, fire, injury to persons or other animals, or damage to property by my pet(s) or other unavoidable circumstances.

I indemnify and hold Karing by Kristina free and harmless from any obligations, costs, claims, judgments, attorney fees and attachments arising from or in any way connected with services rendered to me unless Karing by Kristina is judged guilty of willful misconduct. I understand that Karing by Kristina is bonded and insured. (Initial_____)

Enforceability

This contract will not be applicable until this signed agreement is returned to the Karing by Kristina office. This contract shall remain in force under the laws of the Commonwealth of Virginia until written notification of cancellation is received by Karing by Kristina. I have read and understood the above terms and I agree to abide by the terms as set forth with the understanding that it is set forth to provide the best care for my home and pets.

Client Printed Name

Date

Address

E-Mail Address

Client Signature

Karing by Kristina, LLC
2006 Mt Vernon Ave
Alexandria VA 22301
703-329-1043
1-877-PETSIT

Karing by Kristina



Complete Pet Care Professionals

Karing by Kristina Complete Pet Care Professionals
Payment Policy

Updated October 15, 2008

We require EFT payment (preferred – please complete the EFT authorization form that accompanies this packet) or a major credit card (Visa, MasterCard, American Express) to be on file for all new clients of Karing by Kristina Complete Pet Care Professionals. You may elect to use this card for payment of your invoices or you may request an invoice and pay by check. If your invoice is not paid by the due date listed on your invoice, your payment method on file will be charged.

Monthly (V.I.P.) clients must have their monthly fees deducted via EFT or charged to a credit card on file.

Clients of Karing by Kristina Complete Pet Care Professionals may pay for our services by the following means – please check the option you would like to use:

- Please deduct my payment from my checking or savings account via EFT.
- Please charge my credit card on file. I understand that this charge will be processed the next business day after the date of invoice.
- Please email my invoice. I will pay by check. Email address: _____
(this option is not available for monthly contracts)

Client Signature: _____

Credit Card Authorization:

I hereby authorize Karing by Kristina LLC to charge the following card number for all invoices posted to my account. I understand that, if I have asked to pay by check, my card will be charged in the event that my invoice has not been paid within two calendar weeks of invoice date:

Cardholder Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Card Number _____ Expiration: _____

Signature of Cardholder: _____

Karing by Kristina



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Service Fee Schedule

Effective August 20, 2009

<u>SERVICE</u>	<u>FEE</u>
V.I.P. Contract for 1 pet (5 days/week)*	\$335.00
Two V.I.P. walks daily (5 days/week)*	\$595.00
Each additional pet	\$45.00
V.I.P. Contract for 1 pet (4 days/week)*	\$300.00
Two V.I.P. walks daily (4 days/week)*	\$535.00
Each additional pet	\$35.00
V.I.P. Contract for 1 pet (3 days/week)*	\$250.00
Two V.I.P. walks daily (3 days/week)*	\$445.00
Each additional pet	\$35.00
Daily Visit for 1 pet (25-30 minutes)	\$22.00
Daily Visit for 1 pet (60 minutes)	\$35.00
FlexPak***	\$20.00 per pet, per visit
Holidays (V.I.P. Clients)**	\$27.00
Holidays (On-Call Clients)**	\$32.00
Each additional pet	\$3.00
Bed & Breakfast (up to 4 pets)	\$65.00
Each additional pet	\$10.00
Holidays	\$75.00
Bed & Breakfast (Puppies 3-6 Mo)	\$75.00
Overnights (V.I.P. Clients)	\$85.00
Overnights (On-Call Clients)	\$100.00
Holidays (V.I.P. Clients)**	\$100.00
Holidays (On-Call Clients)**	\$125.00
Injections	\$7.50 per pet, per visit
Pills	\$4.00 per pet, per visit
Taxi Service -round trip	\$25.00
Hourly Fee	\$15.00

* 15% discount given for monthly service accounts paid in full annually; 10% discount given for accounts paid in full semi-annually.

**2009 Holiday Schedule: New Year's Day, Easter Weekend (April 11-12), Memorial Day Weekend (May 23-25), Independence Day Weekend (July 3-5), Labor Day Weekend (September 5-7), Thanksgiving Weekend (November 26-29), Christmas Eve, Christmas Day and New Year's Eve.

***10 or more visits during a calendar month at the client's discretion except holidays.

KbK Online Reservation System Quick Reference Guide

The Karing by Kristina Online Reservation System is designed to provide our clients with a method by which to request pet care appointments online. Our system is a portal directly into our reservation system which is hosted locally on our own secure servers ensuring that our client data will not be compromised or be unavailable due to technical issues out of our control. Our system enables our clients to:

- Make an appointment request online
- Choose their preferred pet care provider
- Receive an email record of their appointment request
- Receive an email notification of the confirmation, or acceptance, of their request
- Receive an email notification of the successful completion of their appointment

This purpose of this document is to provide a quick reference guide to the system. This document will provide tips on how to use the system most effectively, as well as what service types are available to our clients.

Update Profile

In this area of the system, please add or update your client account information. Please tell us how you heard about Karing by Kristina by selecting the appropriate item from the dropdown box. If you select “Other”, please tell explain further in the box below. Please tell us about your alarm system if you have one. If you would prefer to give this information over the phone to our Client Service Manager, please give our office a call at 703-329-1043.

In Case of Emergency

Please give us contact information for someone who we can contact in the case of an emergency involving your house or possessions in the event that we cannot get in contact with you.

Newspaper Pickup

Please tell us if you would like your pet care provider to bring in your newspaper for you.

Mail Pickup

Please tell us if you would like your pet care provider to bring in your mail for you.

House Light/Blind Adjustment

Please tell us if you would like your pet care provider to adjust your house lights or blinds while you are gone.

Trash Put Out

Please tell us if you would like your pet care provider to put out your trash.

Other

Please give us any other instructions for your pet care provider here.

Vet Clinic/Hospital

Please give us the contact information for your veterinarian or pet hospital.

In Case of Pet Emergency

Please give us contact information for someone who we can contact in the case of an emergency involving your pet in the event that we cannot get in contact with you.

Permission to Use the Following Hospitals

Please select a hospital from the dropdown box that we may take your pet to in the event of an emergency.

Pet Profile

Please add a pet profile for each pet that you desire pet care for by clicking on the box Add Pet Profile. **Please note that you must add a Pet Profile to the system in order to make a pet care appointment.** In the Pet Profile section, please give us information about your pet and the location of some important household items that will benefit your pet care provider. If you would prefer to give this information over the phone to our Client Service Manager, please give our office a call at 703-329-1043.

Pet Sitting Appointments

You may search for an existing appointment by entering a start and end date range, selecting the type of appointment you are searching for and clicking on the Search button. To add a new appointment request, click on the Add Pet Sitting Appointment button.

Add Pet Sitting Appointments

In this area of the software, you will be able to select the pet or pets that your appointment request is valid for, the Service Type, the Visit Type, the number of times per day you are requesting and the start and end dates of your request.

Service Types

Detailed descriptions of our services can be found on our website at www.karingbykristina.com/services. Please also refer to these descriptions to choose the appropriate service type for your appointment:

Meds: Injections/Fluids – Please choose this option for administration of medications to your pet in the form of injections or fluids.

Overnight: Non-VIP – Please choose this option for an overnight stay in your home. For non-VIP clients.

Training: Basic Obedience – Please choose this option if you would like to sign up for one of our Basic Obedience training classes.

VIP Monthly Service: Five-Day – Please choose this option if you would like to sign up for a five-day per week VIP monthly contract. Please enter the date at which you would like your service to begin in the Start Date field. Our Client Service Manager will contact you to setup the details of your service.

On-Call Visit – Please choose this option to schedule a daily visit for your pet.

Bed & Breakfast – Please choose this option to schedule our Bed & Breakfast service for your pet.

VIP Monthly Service: Four Day – Please choose this option if you would like to sign up for a four-day per week VIP monthly contract. Please enter the date at which you would like your service to begin in the Start Date field. Our Client Service Manager will contact you to setup the details of your service.

VIP Monthly Service: Three Day – Please choose this option if you would like to sign up for a three-day per week VIP monthly contract. Please enter the date at which you would like your service to begin in the Start Date field. Our Client Service Manager will contact you to setup the details of your service.

On-Call Visit: Overnight – For office use only. Please do not use this service type.

Consultation – For office use only. Please do not use this service type.

On-Call Visit: Holiday, Non-VIP – Please choose this option to schedule a daily holiday visit for your pet. Our list of holidays can be found at www.karingbykristina.com/faq. Please choose this option if you are a non-VIP client.

On-Call Visit: Holiday, VIP – Please choose this option to schedule a daily holiday visit for your pet. Please choose this option if you are a VIP client.

Bed & Breakfast: Puppy/Geriatric – Please choose this option to schedule a Bed & Breakfast for your puppy or geriatric dog.

Overnight: VIP – Please choose this option for an overnight stay in your home. Please choose this option if you are a VIP client.

Overnight: Holiday, Non-VIP – Please choose this option for an overnight holiday stay in your home. Please choose this option if you are a non-VIP client.

Overnight: Holiday, VIP – Please choose this option for an overnight holiday stay in your home. Please choose this option if you are a VIP client.

Meds: Pills – Please choose this option for administration of medications to your pet in the form of pills.

Taxi Service – Please choose this option to schedule taxi service.

Hourly Fee – For office use only. Please do not use this service type.

Late Service Fee – For office use only. Please do not use this service type.

Extra Dog – For office use only. Please do not use this service type.

Visit Types

Please select the type of visit you would like. Please select **Monthly Account** for any of the **VIP Monthly Service** service types.

Visit One

Please select the timeframe that you would like your visit to take place. Please note that our **On-Call Visit** service types are priced at 30-minute intervals. If you would like a longer visit, you may choose that option here. For the **Overnight** and **Bed & Breakfast** service types, please enter the Start Time that you would like the provider to arrive at your home or when you will drop your dog off for service.

If you would like to add another service type or a non-consecutive day to your appointment, please click the Add New Appointment button; otherwise, please click the Complete This Appointment button to record your request.

Email Notification

Please note that, if you are a new client, you will receive an email notifying you that your profile has been successfully setup in the system. When you have completed entering an appointment request, you will receive a New Appointment Request email summarizing the details of your request. When your appointment has been confirmed by our Client Service Manager, you will receive an Appointment Confirmation email notification. Finally, when your appointment has been completed by our pet care staff, you will receive an Appointment Completion email notification.

If any changes are made to your appointment after it has been entered or your appointment is cancelled, you will receive either an Appointment Change email notification or an Appointment Cancellation email notification.

