



Karing by Kristina Complete Pet Care Professionals



Karing by Kristina—Policy Guide

Karing by Kristina



Complete Pet Care Professionals

2009

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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.

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.

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

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