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| Sophia’s Pet Care services |
| **Starter pack.** |
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| **Sophia Christodoulides** |
| **9/7/2014** |



**Introduction**

Hello, my name is Sophia and I am the owner and manager of Sophia’s Pet Care Services. In this starter pack I will explain a little bit about myself and how I started Sophia’s Pet Care Services. Also in this pack are my services, prices, terms and conditions, and my contact details.

**About me**

I have been crazy about working with animals since I was little, I was brought up with all types of animals from dogs to a parrot, rabbits, guineapigs, hamsters and fish I even once owned a pet stick insect.

When I left school I began studying to work with animals.

I studied;

* BTEC First diploma in animal care.
* BTEC National diploma in animal care.

While at college I also did work experience at Brookwell vets for one year were I learnt the basics of caring for sick and injured animals, and also working in the cattery. I then went on to do another year of work experience at Dabners pet shop where I learnt how to deal with money, customer service, and caring for the animals we kept in the shop. I was then offered a Saturday job

Once I left college, I still wasn’t sure what type of animal care work I wanted to do. I continued working at the pet shop full time and also went and did some voluntary work at Beaver water world for 8 months, I learnt the basics about caring for exotic animals such as reptiles, meerkats and lemars. It was at this time that I decided I wanted to start my own business of pet sitting, dog walking etc.

I started doing research and looking in to the industry and at the same time getting some more qualifications

I studied;

* Animal first aid course
* Microchip implant training course.

After I had completed my courses and research I started up Sophia’s Pet Care Services.

Doing it part time I eventually went on to leave the pet shop that I had worked at for 5 years and made this business my full time job.

Working with and caring for animal is my biggest passion. I love all types of animals and I’m certainly not afraid to get my hands dirty and I’m always up for a challenge. I believe all animals have their own characters and one of my favourite things is getting to know new animals and their characters. With 7 years of experience behind me I know my industry very well, your animals will always be in safe hands. Come rain or shine, snow or ice I will always turn up for dog walks. I have a full clean drivers licence and I am fully insured and crb checked.

**Services and Prices**

**Dog walking**

I will arrive at your house between 10-30 minutes before the dog walk. I will take your dog for an hour walk to a local dog friendly environment. After the walk has finished I will drop your dog back home happy, clean and mud free. I will make sure water bowls are topped up and that they are settled before I leave.

My maximum walking group is 4 dogs, but I can do 5 if all the dogs in one group are small breeds.

**Prices**

1 hour group walk: £10.00

1 hour individual walk: £12.00

*(Shorter walks are available on request.)*

**Pop in visits** *(for all animals)*

Pop in visits last 10 minutes. These visits are ideal for food and water change, a quick check on the animal and a possible change of the litter tray.

**Prices**

1 visits: £6.00

2 visits: £10.00

**Pet visits**

**Cats, rabbits, guineapigs, small rodents reptiles, fish and birds**

I will come to your house and spend some time with your pets, whether you are working late or on holiday. During the visit I can give them food and water, let them out in the garden for a run around or toilet break. Clean litter trays, hutches, cages or any mess they have made. Also administer medication if needed. Play time, cuddles and being made a fuss of will be provided for all pets at any given opportunity. Domestic duties can also be carried out if needed, picking up post, watering plants, taking out rubbish etc.

**Dogs and puppies**

Dogs and puppies are very social animals, and they would like nothing more than to be by your side 24/7. Puppies require a bit more attention and socialisation. Unfortunately we know this cannot always be the case. I would advise dogs and puppies have longer visits or more frequent visits during day. I will come to your house to spend some quality time with your dog or puppy. I can give them food and water, let them out in the garden for a toilet break or a run around, and clean up any mess they have made. Administer any medication if needed. Cuddles and loads of fuss and attention will also be given. I can also take your dog or puppy out for a walk if required.

**Prices**

30 minutes: £8.00

1 hour: £12.00

*For a service tailored to your needs please contact me*

*for a personalised quote.*



**Overnight stays**

This is an ideal solution if your pet doesn’t like being left alone for long hours. I will come to your house at 7.00pm to stay with your pet for the night. I will leave the next morning at 8.00am. While staying at your house I will feed your pet, once in the evening and once in the morning, change litter trays, let them out in the garden for a run around or toilet break and administer medication if needed. Dog walks are available if required as an additional extra. The rest of my time will be loads of cuddles, fuss and play time.

Prices depend on the amount of pets being cared for and the amount of time you would like me to stay. My hours are flexible depending on your pets’ requirements.

**Prices**

From £25.00

*For a service tailored to your needs please contact me*

*for a personalised quote.*

**Microchipping**

*(Dogs, cats, rabbits and ferrets)*

Microchipping is ideal for anyone who owns a pet, such as dogs, cats, rabbits and ferrets. A microchip is a tiny computer chip that contains an ID number. The ID number is visible when a scanner is passed over the chip site. Microchipping is an official and reliable way to identify you as the owner and reunite you with your pet.

I will come to your house with all my equipment. Whilst I explain the procedure there will be forms to fill in and sign. Once the forms have been signed it will be time for the microchipping to begin. Firstly preparing an agreed area then you’re pet. It is a very simple procedure and only takes a few seconds but it is important that your pet is calm and still whilst the chip is being inserted. A scared or moving pet will not be easy to microchip. I have a few advisories to keeping your pet calm during this time. Feel free to ask for some when booking the microchipping. Once the chip has been inserted I will check the chip scans, your pet is then free to do what he/she likes. I will then pack away my equipment and give you a copy of the forms before I leave.



**Price**

Per pet £16.00

**Weekends, bank holidays, Christmas prices & working hours**

Weekends: £1.00 additional fee added to each service.

Bank holidays: Double price.

Easter 8am-11am: Double price.

Christmas Eve 8.30-4.30: No additional fee.

Christmas day 8am-10am: Double price.

Boxing Day 8am-10am: Double price.

New Year’s Eve 8.30-4.30: No additional fee.

New Year’s Day 9am-11am: Double price.

**Terms and conditions**

Our most important policy is to provide the absolute best care possible for your pet(s). By following our terms and conditions, you help us focus on the high quality care that you count on and deserve. Please read them over and don't hesitate to ask any questions you might have. Thank you!

**Bookings**

Bookings are taken on first come, first served basis and can be made up to a year in advance. We would advise bookings are made 2- 3 weeks prior to the service beginning, so that we have enough time to prepare for the service and schedule you in.

**Initial contact**

Once you have contacted Sophia’s Pet Care Service by phone or email we will determine if you are in our service area and gather basic information about you and your pet(s) needs. We can then set up a time to meet for a free consultation.

**Consultation**

At the consultation we will get acquainted with you and your pet(s) and document your pet(s) personal routines and preferences as to feeding, walking, playing, likes and dislikes. We will discuss and fill out paperwork, obtain keys and answer questions. We will record current veterinary information, emergency contact information, provide a contract for your signature and discuss payment options.

**Insurance**

All reasonable care is taken to ensure the reliability and suitability for the care provided. Sophia’s Pet Care Services is CRB checked and fully insured with public liability cover, care custody & control (liability to animals), loss of key cover, loss of money cover, equipment cover, non-negligent cover (accidental injury to animals) and personal accident cover.

It is your responsibility to ensure that your property, its contents and pet(s) are adequately insured.

**Security of Your Home**

Please let us know who has access to your home or who may be working in your home. We are concerned with the security of your home as well as your companions. If other people have access to your home, Sophia’s Pet Care Services cannot be held responsible for injury to your pet(s) or damage caused to your property by their negligence.

**Keys**

At our consultation, we will collect 1 set of keys to your home and the code to your home security system. A key release form will be signed to document how many keys have been handed over and on what date. The return of your keys will be discussed at the consultation, and when keys are returned there will be a key returned form to sign. Keys will be kept in a secured lock system when not in use.

**Health and vaccinations**

All pets we care for must be up to date on their vaccinations. We will not care for any pets that have not been vaccinated or are not up to date on their vaccinations. Please be prepared to provide us with a copy of vaccination records. Sophia’s Pet Care Services will not care for any pet that has any form of active contagious illness.

If bitten or exposed to any disease or ailment received from a pet which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may be incurred as a result. If any health issues arise before or during the service or your pet(s) start taking medication, it is important that you let us know all the details of the illness, medication and dosage, so that the right care can be carried out on visits or walks.

Sophia’s Pet Care Services will follow instruction to administer medication as directed but cannot be held responsible for complications that arise as a result.

**Veterinary arrangements**  
If your pet needs Veterinary attention in your absence, we will make every effort to contact you immediately. We will work closely with your regular Vet. If your regular Vet is not available, we will work with one of the emergency services in the area. Please let your Veterinary Clinic know that we are caring for your pet(s). If veterinary care is required you will be responsible for all fees and payments.

**Dog Walks**

The minimum duration for walks is 30 minutes and the maximum an hour, however longer walks can be given on request. No more than 4 dogs will be walked together in a group. All dogs are required to wear collars with ID tags. Please provide secure collars with appropriate tags. Dogs must be sociable with other dogs, people and children, and be up to date on all worm and flea treatments. We will ask to see certificates of vaccinations and we also ask that your dog(s) are in general good health. All dogs will be walked on leads at all times and must be lead trained and safe to walk. Off lead walks are available but we must have a written agreement from you and your dog must walk well off the lead.

We ask that you let us know of any behavioural problems or traits your dog(s) may have before we take them on walks. Uncastrated dogs (unless under 18 months) or bitches in season will not be accepted on walks. Bitches in season will be accepted for home visits at this time and male dogs can have individual walks or a home visits. We reserve the right to use our personal judgment to cut walks short in the best interest of your dog(s) if we think it is necessary e.g. injury, mobility issues, age of dog, weather conditions etc. Your dog(s) is welcome to bring a toy or ball along on their walks but we cannot take any responsibility for loss or damage to the items. Please notify your neighbours that we will be visiting your property and taking your dog(s) for walks.

**Aggressive animals**

Sophia’s Pet Care Services will not accept to look after or walk aggressive pet(s). You will be responsible for all costs if your pet(s) should bite another animal or person.

You must agree that on booking a service that you have represented that your pet(s) has not shown aggression, caused harm or threating behaviour to any individual or another pet(s). You must also agree to contact us if any of these behavioural changes presents itself.

If your pet(s) shows aggressive tendencies while in the care of Sophia’s Pet Care Services, or should its behaviour become unacceptable or a nuisance, the service will be terminated with immediate effect.

**Outdoor access, cat flaps and fences**

Sophia’s Pet Care Services cannot be held liable for the injury, disappearance, death or assessed fines of pets with free access to the outdoors. We suggest that all fencing is secure and cat flaps are locked during the time of service. If you would prefer your pet(s) to have access to the outdoors while we are not around, then you must sign an Outside access disclaimer form.

**Pet sitting/Dog walking logs**

At each visit or walk we leave a detailed written log providing you with information on the visit/walk, so that you know what your pet(s) have been up too for the day. If there is an emergent situation when we arrive at your house that needs your immediate attention or approval, we will contact you by text or call you. If you would like to be contacted while you are away by email or text for updates on your pet(s) we can do this too.

**Out of area prices**

Sophia’s Pet Care Services trades within 5 mile radius around Tooting Bec. We are however prepared to sometimes travel out of the 5 mile radius for pet sitting services. If we have to travel out of our radius, an additional fee of £1.50 per mile for each service will be charged. This will cover petrol, and the time for travelling.

**Weekends, bank holidays, Christmas prices & working hours**

Weekends: £1.00 additional fee added to each service.

Bank holidays: Double price.

Easter 8am-11am: Double price.

Christmas Eve 8.30-4.30: No additional fee.

Christmas day 8am-10am: Double price.

Boxing Day 8am-10am: Double price.

New Year’s Eve 8.30-4.30: No additional fee.

New Year’s Day 9am-11am: Double price.

All booking must be made by the 12th December for Christmas holidays. No bookings will be taken after this date.

**Payment**

After we have discussed services, duration of services and payment at the consultation, an invoice will be sent to you.

Payment is required in full before the start of the service or a deposit of 40% can be made before the start of the service and the remaining 60% is to be made at the end of the service. Both the pet sitting or dog walking agreement and invoice will state the payment terms and date the payment must be made. If payment is not received with accordance to the agreement, Sophia’s Pet Care Services reserves the right not to proceed with the agreed arrangements, and a cancellation fee will be payable.

**Privacy**

All of your information will be kept private and confidential. Sophia’s Pet Care Services highly respects all our clients trusting us with the care of their home and pet(s). All of our records will be stored in compliant with the Data Protection Act 1998

**Confirmation call**

Two days prior to our first visit or walk we will contact you to reconfirm our scheduled visit or walk. If you do not receive this call please email or call us. If your schedule has changed please let us know immediately. This call or email is a safety measure to prevent any scheduling errors by double checking that we have the correct dates.

**Updates**

Please inform us of any changes regarding your contact details, your pet(s) needs and other relevant information.

**Cancellations**

We understand that there will be occasions when you may need to cancel your scheduled visits or walks and we will be happy to cooperate with you. Please let us know as soon as possible so that we can adjust our schedules. Unless it is an unexpected emergency or illness, we request that all cancellations be called in or emailed within 24 hours of the scheduled pet sit or walk and these cancellations will be refunded to your account. If you call to cancel your scheduled visit 60 minutes or less and we are en-route to your home for a scheduled pet visit or walk, the full amount will still be payable.

**Pet waste**

Sophia’s Pet Care Services will properly dispose of your pet(s) waste. For cat litter we do ask that you provide all the necessary items such as a scooper, cat litter and plastic bags and indicate where you would like these waste bags disposed of. The same for any other home based animal. For dog walking we will properly dispose of pet waste and we will provide waste bags for this. We may sometimes have to bring the waste bag to dispose of it in your outside bin.

**Weather**

You will trust Sophia’s Pet Care Services to use best judgement in caring for your pet(s) and home at the time of extreme weather. Sophia’s Pet Care Services will try to carry out your instruction to the best of their ability. However in cases of extreme weather, we will contact you with alternative arrangements.

**Purchases during sitting/walking**

In the event that additional items needs to be purchased in your absence i.e. pet food, litter, cleaning supplies etc, we will purchase these and keep the receipt and you are responsible for reimbursing us on your return.

**House cleanliness**

We will clean up after your pet(s) to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. Sophia’s Pet Care Services will not be responsible for carpet/ flooring stains created by your pet(s). We request that you provide plastic bags, towel, cleaning products, paper towel and bin bags. If there are accidents above and beyond the normal amount anticipated, we will charge a reasonable fee for the clean-up time.

**Thermostats**

Please leave your thermostat settings within a normal comfortable range.

If the house temperature is outside of this range, we will adjust the thermostat to ensure the health and comfort of your pet(s), and we will notify you.

**Change to return date**

Sophia’s Pet Care Services schedules our time to serve you and our other clients, therefore there are no refunds or credits for early returns or last minute changes to pet care.

In the event that you are delayed on return, please inform us immediately, and we will try our best to make alternative arrangements to continue covering until you arrive back, this may incur a further charge.

**When you get home**

For the safety and well-being of your pet(s), if you are traveling or away for the night, we request that you contact us by phone or email indicating that you have returned home and letting us know that the responsibility for the care of your pet(s) is completed. If we do not receive this communication from you by your expected return date/time, we will try to reach you by phone. If we cannot reach you to confirm that you have returned home, we will continue the routine care that was planned until you do return home. This will be billed to you at the normal service rate.

All bookings are subject to these terms and conditions, changes to the terms and conditions may be made from time to time and if you agree to the use of our services you agree to our terms and conditions.

**Contact details**

Number: 07931716342

Email: sophiaspetcareservices@hotmail.com