

Queries for Pet Care, Grooming & Consultancy Services :

1. How to Login ?

Ans. For an existing user, Click on the login button in the top navigation bar, the login form opens. Enter your mobile number and password and click on the Login button to login.

2. How to sign up ?

Ans. If not an existing user, then click on the login button and then “Click Here to Sign Up” and create an account by entering the required details.

3. How to Update Profile ?

Ans. To update your profile first you should be logged in, then click on the username and click on update profile and update the required data and click on the update button to save changes.

4. How to reset Password ?

Ans. Click on the login button in the top navigation bar, the login form opens. Click on Forgot Password option and provide necessary details and reset password.

5. How to book a service ?

Ans. To book a service click on the Services menu on the top navigation bar and click on the “Book a Service” option. The services list along with necessary details

appears. Choose the service by clicking on it and fill the date and time for slot booking.

6. How to view booked appointments or attend sessions?

Ans. To view or attend a session, click on the Services menu on the top navigation bar and click on “View Booked Services” option. The booked services list appears. Choose the service by clicking on it and click join session.

7. How to join our team as a pet walker / groomer / vet doctor etc ?

8. How to order pet products?

Ans. Click on services option in the top navigation bar, and choose shopping. The shopping page appears. Search for required products, and the product list appears. Choose the required product and click on “Buy Now” or “Add to cart”.

9. How to contact us in case of an emergency ?

Ans. On the footer there is a link “Contact Us” click on it and choose your preferred way to reach us.

10. How to track your pet in case of pet walking ?

Ans. Go to Booked Services, choose Pet Walking and click on track walker. A Map will appear with the Name and GPS location of the walker.

11. How to cancel/change an appointment ?

Ans. First go to Booked Services Option. After Choosing a service and confirmation if one wants to cancel or change the appointment then click on the “Cancel my Appointment” option and after clicking, user have to provide a reason for the cancellation or click on the “Reschedule my Appointment” Option and after clicking user need to choose a preferred slot and click on Confirm.

12. How to read/give feedback about our services?

Ans. Go to “Feedback” option in the footer. Then one can read feedback from other users. If one wants to add feedback then it can directly send a message through the “Give feedback” portal or email us.

13. How to see/preview the cart before ordering something?

Ans. Go to “Cart” Option. All the items added will be shown along with the respective price and quantities. And the Total amount payable will also be shown.

14. How to see the dashboard and check your pet’s progress?

Ans. Click on “Three lines” or “Hamburger”. There is an option “Dashboard” . Choose the required option and see the progress or other necessary details.

15. How to track a confirmed order?

Ans. Go to the “Returns & Orders” option from the Dashboard or After Confirming the order one can see

the “Track Order” option. After clicking it one can track their item where it has been.

16. How to check if the service is confirmed , after payment?

Ans. After Successful payment, the user sees the order confirmation containing all necessary details of the services booked. Or the user can go to the Services option and click on “Booked Services” and the list of available services will be shown. In case a service is not shown kindly wait for 10 mins as it might take time to update. If the problem is still not fixed, contact the support team from the “Support” option in the footer.

Other FAQs

Q: What services do you offer for pets?

A: We offer a variety of services for pets, including dog walking, pet sitting, in-home pet care, and grooming.

Q: How much do your services cost?

A: Our prices vary depending on the specific service you need and the duration of care required. Please contact us for a quote.

Q: Do you offer any discounts or packages for multiple pets?

A: Yes, we offer discounts for families with multiple pets. Please contact us for more information.

Q: What types of pets do you provide care for?

A: We provide care for dogs, cats, birds, and small animals such as hamsters, guinea pigs, and rabbits.

Q: How experienced are your pet care professionals?

A: Our pet care professionals have years of experience working with animals and are trained to provide excellent care for your pets.

Q: What are your hours of operation?

A: Our hours of operation vary depending on the service you need. Please contact us for more information.

Q: What kind of training do your pet care professionals have?

A: Our pet care professionals are trained in pet first aid and CPR, as well as in animal behavior and care.

Q: Do you offer pet grooming services?

A: Yes, we offer grooming services such as bathing, haircuts, nail trims, and more.

Q: How often do you walk dogs?

A: We can customize our dog walking schedule to fit your dog's specific needs. We offer daily, weekly, or occasional walks.

Q: Do you offer in-home pet sitting services?

A: Yes, we offer in-home pet sitting services where one of our pet care professionals will come to your home to care for your pet while you're away.

Q: What is your cancellation policy?

A: We require 24 hours' notice for cancellations. If you cancel within 24 hours of the scheduled service, you may be charged a fee.

Q: How do I make a reservation for your services?

A: You can make a reservation by contacting us via phone, email, or through our website.

Q: Do you provide updates on my pet while I'm away?

A: Yes, we provide updates on your pet's well being through text, email, or phone call.

Q: How do you handle emergencies?

A: In case of an emergency, we will contact you immediately and take appropriate action. We also have protocols in place to handle various emergency situations.

Q: What kind of insurance do you have?

A: We have liability insurance to protect both you and your pet in case of any accidents or incidents.

Q: Do you require vaccinations for pets in your care?

A: Yes, we require all pets in our care to be up-to-date on their vaccinations to ensure the health and safety of all animals in our care.

Q: How do you handle aggressive or difficult pets?

A: Our pet care professionals are trained to handle difficult pets and will work with you to create a plan to provide the best care for your pet.

Q: Do you offer any training or obedience classes for pets?

A: Yes, we offer training and obedience classes for dogs of all ages and skill levels.

Q: What kind of food do you provide for pets in your care?

A: We provide high-quality food for pets in our care, but we can also feed your pet their regular food if you provide it.

Q: Do you offer any additional services, such as pet transportation or waste removal?

A: Yes, we offer additional services such as pet transportation to and from appointments and waste removal from your yard or litter box.