CONGRATULATIONS ON JOINING THE GOFETCH FAMILY!

GoFetch is Canada's first, on demand, dog walking app. Our mission is to connect dog owners with dog walkers in your neighbourhood!

As a Fetcher, you have the opportunity to have fun walking dogs, while also having the safety and security of a company that is here to protect you! The GoFetch platform provides Fetcher's with a list of friendly dog owners and helps facilitate walking transactions easily and affordably for both parties. GoFetch also takes care of its Fetchers by providing insurance coverage as well as a payment tracking system to make sure your work is being compensated!

However, as owners care strongly for their furry friends, it is essential to provide services that they can trust! To make sure we keep the quality of walks high, a step-by-step dog-walking guide has been created to help Fetchers feel comfortable with the dog walking process!

The following is a guide with tips and tricks to provide a seamless service while also making your dog-walking job more fun!

If you have any questions please feel free to contact us at:
info@gofetch.xyz

Sincerely,
The **GoFetch** Team

WALKER SAFETY

At GoFetch, the safety of our walkers is of upmost importance. Keeping everyone safe and continuing to have fun walking dogs is our number one priority. Our fluffy friends are wonderful but they can also be unpredictable. If you are ever in an uncomfortable situation, protect yourself first and be smart. Trust your own judgment and remove yourself from the situation if you feel it is necessary. Furthermore, not entering into the owner's homes increases safety for walkers and is encouraged by GoFetch. Finally, reach out to GoFetch for assistance through the app if you are in need of urgent help or by email about any other inquiries.

DOG SAFETY

GoFetch advises all dogs to be kept on the leash throughout the entire walk. This is especially advised for walks with a new dog or for first-time dog walkers. If the owners have expressed that the dog can be off-leash when in the park, for example, err on the side of caution and only do what is comfortable for you. Each dog breed is unique and can act differently when it is startled or when it sees/smells something. Before allowing a dog off leash ensure the following:

1) Owner has provided written consent (text message or in-app messaging is okay)
2) You are able to recall dog immediately (even when dog is distracted)
3) You are in a designated off leash area
4) There are no immediate dangers in the vicinity (cars, cliffs, etc.)

GAINING OWNER TRUST

Dog owners want to feel they are leaving their dog in good hands. Therefore, they appreciate knowing as much as possible about their walkers. You can use the bio section on the app to highlight your relevant experience. Owners love to hear about your experience with dog walking, owning a dog or other pet, or even information about other responsibilities or organizational skills that you possess. Furthermore, when you arrive for the walk, make the owners feel comfortable leaving their pet with you by dressing presentably. Each of your actions contributes to your personal brand as a walker, which translates directly into business for you!

GOFETCH SUPPORT

GoFetch is here to support you as much as we can. There are the best ways to contact GoFetch depending on your specific needs:

Emergency Situations - *Through the app* - **SETTING → CONTACT US**

General Inquiries - *Through email or through any of our social media channels* **info@gofetch.xyz** or *Facebook, Twitter or Instagram*

PRICING

GoFetch gives you full flexibility with how much you want to charge for your walks. There are three pricing categories: a 15-minute walk, a 30-minute walk, and a one-hour walk. Each of these categories can be customized. Owners are looking for quality walkers. However, they also tend to be price sensitive. Setting your prices low at first until you build up a client base and then raising prices is an excellent way of growing your business. Also, setting the higher minute walks for a discounted price for example 15 minute at $8.00, 30 minutes at $15 and 1 hour walks at $20, will get a lot of attention from dog owners.

INSURANCE

GoFetch wants to keep all our platform users safe and feeling protected. To help ensure safety and security, we offer up to 1 million dollars in commercial general liability for each dog walk as well $5,000 dollars per incident for a lost or stolen dog.

GOFETCH FEATURES

Knowing how to use the different functions on the GoFetch App will help any fetcher get the most out of their dog-walking business. The following is a description of the important features found on the app and how they can be used:

Scheduling ON and OFF Line – The app features a toggling option that allows you to say whether you are ready and able to walk dogs. If you are busy and would like to remain offline switch your options so owners will not contact you. It is much better to remain offline than to turn down an offer, as owners who have been turned down will chose other walkers moving forward.

Price Setting Autonomy – Although walking dogs is a fun job, it's also fun to get compensated for your hard work. Set your price to whatever you would like to charge (see pricing section for more information).

In-App Messaging – Using this feature, fetchers and owners can connect via SMS or Phone to chat about dog-walking meet-ups or get to know each other better. This feature can be found after an owner has contacted to walk their dog!

Profile – Creating a comprehensive profile is the best way to get business going. Enter the GoFetch App and go to **SETTINGS → PROFILE.** Here you can upload pictures, a 250-word bio about yourself and your phone number and address to be visible to dog owners looking for walkers in their area.

YOUR FIRST WALK

Once you profile is up and running you will begin receiving requests for walks. Your first walk is divided into four subsections: (1) Receiving a walk offer, (2) Meeting the Owner (3) Walking, and (4) Returning the Dog.

Receiving a Walk Offer

When someone has requested a walk from you, you will receive a push notification. Go onto the GoFetch app to accept the request and review the walk offer. The higher your acceptance rates are for dog walking the more likely an owner will contact you to walk their dog.

There are two types of walks available with GoFetch: on demand walks and scheduled walks. On Demand walks are requesting walkers for immediate service (within 45min), whereas, scheduled walks are requesting walkers for a specified future date.

After the walk has been accepted, it is friendly to reach out to the dog owners to talk to them about their requested service. You can use either the SMS or Phone contact options through the app. However, most owners prefer receiving text messages rather than phone calls, as there are less intrusive. The following is an example of a message that you could send.

Sample Message:
Hello (Owner's Name), Looking forward to meet you and (Dog's Name) today. See you at (time)! - (Your Name)

Meeting the Owner

Although the owner has asked for you to walk their dog, they still will be apprehensive about leaving their pet in a stranger's hands. Being open and sharing about who you are and why you love dogs will help build trust with owners. A key tip in succeeding in this challenge is to greet both the owner and the dog when you arrive at the meet up location. When you introduce yourself to the dog put your hands out in a fist shape and let the dog smell you before petting him/her. This helps build trust and shows the dog owner that you know how to approach dogs respectfully. Another great idea is to show your interest in the dog by asking for information about the dog's background and any dietary or behavioural restrictions to avoid while on the walk. Before leaving for the walk, remember to bring the essentials with you. These include the dog's leash and garbage bags. For excellent service, bring your own garbage bags to show you are well equipped to take the dog out for his/her walk!

Walking

Before commencing the walk, go on the GoFetch app and "Start the Walk" - located within the walker tab. Note: you should only end a 30 min walk 30 min after a walk is "started". Getting the walk started is critical for trust and safety - after the walk is started it will be tracked with GPS allowing the owner to see where their dog is walking! While on the walk, use the app to check off dog duty events. This gives the owner notice as to what has happened while on the walk. Finally, at the end of your walk, return to the app and "Finish the Walk". This sends a report to the dog owner and allows the payment for your services to be processed.

GoFetch is constantly trying to help our walkers and owners have the best walk experiences possible. To make sure you are as prepared as possible for your dog walking, GoFetch has illustrated strategies to help deal with two events that may arise while walking a dog

What to do if a dog runs away from you?

First, make sure before you a dog on a walk that the leash is secure. If a dog still manages to escape, you should take reasonable steps to bring the dog back under your control. Chasing a dog that is running away from you is often counterproductive. It is important to remain calm, both for your safety and the safety of the dog. In the unfortunate event that you are unsuccessful recovering the dog, contact the owner and GoFetch support (in-app through the setting tab) immediately. Final thought: many dogs respond well to a recall command, it is a good idea to ask the owner before your walk if the dog has a recall command.

What to do if a dog seems dangerous and aggressive towards you?

Never put yourself at risk of physical harm, GoFetch values safety above all else. If you are concerned for your safety, move to a safe place and contact GoFetch and the owner.

Returning the Dog

When you return the dog to the owner, recap what events happened on the walk. This can include any troubles or problems that arose or any questions that you had while out. Thank the dog owner and say goodbye to the dog before leaving. A tip for excellent service would be to contact the owner, by text, after the fact to express your enjoyment of meeting them and walking their dog.

***Sample Message*:**
Hello (Owner's Name), it was so nice to meet you and (Dog's Name) today. Hope to see you again soon! - (Your Name)

HOW TO GET PAID

After you have completed a walk you will see that you have made money. You can look up to see how much you made by going to the **WALKER TAB → HOME.** This page will give you a summary of the transactions that you have completed. To set up your payment details to receive direct deposit into your bank account, you must register on our website:

http://www.gofetch.xyz/walker

GoFetch pays its walkers in bi-weekly intervals and the funds are immediately transferred to the bank account on file.

Furthermore, to try out our services, GoFetch offers a one-month free trial before charging you. After the first month, a monthly fee of $5.99 is deducted from any revenues over $35.00 through the app. Your account is only charged **once** per month and the $5.99 fee will be removed directly from your revenues on your next payout date.

Example - If you make $40.00 in the first week. You will pay your $5.99 fee in the first bi-week payout. You will then not be charged until the next month to use the services.

CHECKR

Checkr provides background checks for global enterprises and start-ups. The client base ranges from small organizations to business like Uber who use Checkr's services to review their drivers and guarantee a trustworthy and high-class service. Chekr is an independent entity and does not share personal information beyond your name and contact with GoFetch.

How the process works:
Once you sign up as a walker, you receive an email that links you to the Checkr application. It's a free and quick process. Once Checkr tells us you're cleared, you're approved as a walker and we welcome you to the GoFetch Community!