**Q: How do we know you have had a Police check?**

**A:** A copy of the Police check confirmation will be provided with booking confirmation.

**Q: We haven’t made a booking, is it too late?**

**A:** Just give us a call on 1300 697 380 and we can check the calendar.

**Q: Our dog needs medication morning and night, will this be possible?**

**A:** Yes, medication giving is included in basic services if that is your dog’s daily need.

**Q: If our dog rolls in something ‘yuck’ while on a walk, will you bath and dry him before leaving him in our house?**

**A:** Certainly!! My own dog gets a bath if he’s rolled in ‘yuck’ before going inside.

**Q: What about public holidays? Is there a surcharge?**

**A:** No surcharge on public holidays.

**Q: Can we meet before we go away?**

**A:** Absolutely! At Mind My Pet we prefer to meet our clients prior to them leaving.

**Q: Will my dog be exercised?**

**A**: Short walks are included in the regular service and long walks can be catered for.

**Q: What about my fish, will you feed my fish?**

**A:** Of course, we can feed the fish.

**Q: When do I pay?**

**A:** Deposit is made at time of booking and final payment is completed prior to your departure.

**Q: What information do you need from us?**

**A:** Have available:

* current Vet information
* emergency contact while you’re away
* important information on feeding, exercise and toileting routines

**Q: What else do we need to leave?**

**A:** Leave out:

* enough food for the time you’re away
* food and water bowls
* poop bags
* favourite toys
* treats, if used
* any medications required by the pet/s

**Q: What if I need to cancel my booking?**

**A:** Contact us as soon as possible on 1300 697 380. No cancellation fee if booking is cancelled 48 hours prior, after that 50% refund given.

**Q: We have 3 pets, do we get a discount?**

**A:** You sure do! Ask about our multi-pet discount (3 pets or more discount) 30% discount on total, then an extra 10% discount on 4 or more pets.

**Q: is there a minimum number of days to book?**

**A:** No, book just one or several.