



# race

## Reliable Animal Care, Etc.

---

## Frequently Asked Questions

### Why Chose a Pet Sitter?

There are many good reasons to choose a pet sitter over a kennel. First of all, and perhaps most importantly, pets feel much more comfortable in their home environment. Kennels can also be more costly and less attentive to the special needs and wants that a pet owner may have for the care of their pets while away from home. There is a greater risk for your pet to contract a disease and/or enter into stressful situations while living in the close vicinity of other pets at a kennel. Finally, there are many types of pets that simply cannot be placed in a kennel, and instead require daily 'hands-on' care from someone with the proper knowledge and experience.

### What are your qualifications?

Though this is my first year as a professional in the pet care industry, I have had the pleasure of caring for a wide variety of animals over the past 30 years of my life. Through my experiences I've acquired the training and knowledge necessary to properly care for all breeds and sizes of dogs and cats, saltwater and freshwater fish, reptiles, birds, and other small mammals like rabbits and rodents. I've grown attuned to the behaviors of different kinds of pets which helps me to understand each one's unique needs and wants, including the special considerations to be made for old and/or handicapped animals. I feel confident in letting my clients know that their pets are in safe hands, and they can rely on me to handle any unforeseen emergencies that may cause a pet to become distressed.

### Is Reliable Animal Care, Etc., licensed, insured and bonded?

Reliable Animal Care, Etc. is licensed as a business in the city of Chico. Reliable Animal Care, Etc. has liability insurance. Since Reliable Animal Care, Etc. is an owner/operated business, we have a "special property of others coverage," which is very equivalent to bonding. Please review our [Insurance Certificate](#) for coverage details.

### What areas do you serve?

Currently, Reliable Animal Care, Etc. services the Chico area.

### Do I need reservations?

Yes, reservations are required. Please call us at 530-899-7032 or e-mail [info@reliableanimalcareetc.com](mailto:info@reliableanimalcareetc.com). At least a week's notice is preferred for pet sitting—even more around holiday times. We'll try to accommodate last minute calls from prospective new clients but are nearly always able to schedule for current clients. An initial Meet n' Greet is required.

### What is a "Meet 'n Greet"?

A Meet n' Greet is the initial meeting between Reliable Animal Care, Etc., you and your pet(s). This includes a 30 minute visit that allows us all to get to know each other better, and helps the potential client to decide if this service is right for them and their pet(s). You'll be asked to give detailed information regarding the care of your pet(s), home, and what to do in the case of an emergency. Please have the following information/items prepared:

- Vaccination record(s)
- Collar, tag, and leash for each appropriate pet
- Veterinarian's name, phone number and address
- Name and phone number of a local contact for pet or other emergencies
- Home security system information
- Payment for the first scheduled sit/walk

**How much do you charge?**

Please review our [Rate Guide](#) for our current fee structure.

**When is payment due?**

Payment is due at the time of the service. When you leave your home, please leave the payment on the counter or other highly visible place for us. There is a \$30 fee for all returned checks. Reliable Animal Care, Etc. accepts Cash, Check or Money Order.

**What is the cancellation policy?**

All fees are non-refundable, however, a non-transferable credit will be issued by Reliable Animal Care, Etc. and held on file for one year.

**How often and what times will you visit my pet(s)?**

You decide how often your pets will receive visits. Dogs usually need two to three visits per day. Cats usually require one visit per day. Pets with special needs or those on schedules may require more visits, which can be added. Specific times aren't guaranteed, however, we'll ask your preferred time. We allow a two hour interval of time for arriving to each home. This constraint is in place to allow for the care of unavoidable circumstances that may arise at another client's home and/or difficulty in travel.

**How do I know when Reliable Animal Care, Etc. is at my home, and if my pet is safe?**

Reliable Animal Care, Etc. will make the scheduled visits as discussed. On our last visit we will leave a detailed letter of our time spent with your pet including any funny stories, questions or concern. If a daily call would make you feel more secure, just ask. We aim to provide you with a personalized pet-sitting service, curtailed to your every need! You'll be able to reach us anytime during your absence to answer inquiries or handle changes promptly. We are available via phone, e-mail, or text messages.

**Will Reliable Animal Care, Etc. train or discipline my pet(s)?**

No. Reliable Animal Care, Etc. will administer positive reinforcement for pets in accordance with your training guidelines, but our primary goal is to ensure that your pet(s) is safe and happy. If there is a disciplinary problem, Reliable Animal Care, Etc. will notify you.

**Do you provide the pet food and supplies?**

The client is required to provide all the food and supplies, such as litter and trash bags, to maintain the care of their pets. If Reliable Animal Care, Etc. must purchase additional supplies because what you provided did not last, you will be charged for the necessary purchases and an additional \$15 fee for travel time and gas.

**Will you be able to give my pet medication?**

Reliable Animal Care, Etc. is able to administer needed medications to your pet at no additional charge.

**Must my pet be vaccinated?**

Reliable Animal Care, Etc. requires that client's have their pets current on all vaccinations for their own safety as well as for the other pets we are in contact with each day. This information will be provided by the client during the initial Meet n Greet. It is also highly recommended that you have I.D. tags with your contact information on your pet's collar.

**What happens if there is an emergency with my pet while in your care?**

Reliable Animal Care, Etc. maintains current records of a client's veterinarian, contact numbers, and emergency contacts. During the initial Meet n' Greet, we will discuss actions you would like taken in the case of a medical emergency and you will sign a Vet Release Form. Reliable Animal Care, Etc. will ask your permission to seek medical care for your pet and will follow through with all steps providing the finest attention to your pet. The client will be billed for travel time and veterinary bills. It is highly recommend that you notify your vet that your pets will be in the care of a pet sitter and that you consider leaving your credit card on file with the vet in case of an emergency.