

# Spare Guide

To ensure a worry free trip, complete the checklist below & leave a copy for your sitter.

## **Boarding Checklist**

Pet supplies to take to sitters home

*Just a gentle reminder:*

Owner agrees to supply the sitter with all the accessories needed to make the pet as comfortable as possible. This includes food, treats, toys, bedding, blankets, bowls, leashes, collars, and medication if needed.

Owner agrees to supply the sitter with enough pet food to cover the total amount of time the pet is with the sitter.

If a purchase does need to be made the sitter will only do this after getting permission from the owner. If owner agrees, owner is responsible to cover all costs.

## **Pet supplies to bring to sitters home:**

- Leash
- Harness
- Collar with I.D. Tag
- Bedding
- Blanket
- Toys
- Treats
- Enough food for whole boarding period
- Water & food bowls
- Poop bags
- Cat Litter/ litter box
- Brush
- Toothbrush
- Pet Passport
- Registration card

## Information about the Pet:

### **Daily routine:**

Feeding Schedule:

How much to feed:

Treats:

Walks / Activity: (List of unfriendly dogs or people along walk route)

Fears:

Loves:

Special Needs:

Allergies:

Special Commands:

Normal Behavior:

Abnormal Behavior:

Things she/he likes to do:

## Incase of an Emergency:

### **Vet information**

*Spare Leash will also provide this to the sitter via wechat before a booking takes place. The information below will be taken directly from your owner's agreement.*

Address in English & Chinese:

Vet number:

Vet amount to use at vet incase of emergency:

24 hour vet / emergency number

Medical Issues the sitter should know about?

### **Just incase:**

Pet store your frequent one (Just in case the pet sitter needs to pick something up)

Time and date of departure and arrival (An itinerary is also helpful, so your pet sitter knows the best times to get in touch with you.)

Cell phone number, hotel information and room number

Friend information (Spare Leash will provide sitter with an emergency number but list if someone is close by)

**Photo & Video updates:** (please state how often you would like to receive photos & videos – for example: daily 3-4 photos, every second day,...)

### **Contact us if:**

## Tips for Meet & Greet:

Before every booking we encourage pet owners to do a meet & greet with the sitter to ensure that you but also your pet feels comfortable with the sitter.

Here are some questions we often get asked before a meet & greet:

- *Will we just be meeting with the sitter or will also a representative of Spare Leash be present?*

For the meet & greet it will just be you and the sitter. We will follow up with both of you after the meet & greet, to see if both parties were happy with the meeting.

- *Where will we meet?*

As you wish to board your pet, the meet & greet will take place at the sitters' home. This gives you and your pet the chance to see the new environment and you can make sure the sitters' home fits your pets needs.

- *How long is a meet & greet?*

We always advice not to rush through a meet & greet as this is an important time for you but also your pet to get to know the sitter. Usually you should calculate 30-60min for a meet & greet.

- *What should happen during the meet & greet?*

Our suggestion is to start the meet & greet by just chatting with the sitter about his/her personal experience with pets, their life, etc. It is also important to get to know the sitter a little bit. Afterwards move the topic to your pet – tell the sitter everything about your pet and their behavior, for example: What does your pet love to do? Favorite toy? How does a usual day look like for your pet? What is his/her feeding schedule? Walking schedule? Sometimes it is also great to go for a quick walk with your dog & sitter to show his/her walking behavior. We also recommend to leave your pet and the sitter alone for some minutes, so your pet can also be with him/her without you being present.

- *What shouldn't I forget during the meet & greet?*

It is very important that you show the sitter during the meet & greet how to put on your dogs' collar/harness. Let the sitter watch carefully and maybe even let him/her try by themselves afterwards.

- *Will the sitter be able to keep our dogs' habits while we are gone?*

We always make sure that our sitters know, that they have to follow all rules & habits that clients follow on a daily basis. Please make a clear list of rules that you want the sitter to follow.

It is also very helpful if you could demonstrate training habits during the meet & greet – for example, dog has to sit before getting food etc.

Please let the sitter know of any rules that your pet has to follow (is your pet allowed to be on the bed, allowed to jump, does your pet have to do something before receiving a treat etc.)

- *Do I need to drop off/pick up my pet from the sitters' home?*

Yes, usually the pet owner is responsible for dropping off and picking up their pet from the sitters' home. In special cases, we can also help discuss with sitter if they would be able to pick up/drop off. When dropping off your pet – please make sure that you have a bag with all of your pets supplies that he/she will be needing during his/her stay with the sitter (see supply list above)

- *What is the next step after the meet & greet?*

After the meet & greet, we will follow up with you and also with the sitter, to see if both parties feel comfortable about each other. If yes, the booking is finalized and we will ask for a 30% deposit to book your sitter.

If for any reason, you feel like the sitter is not a good match for your requirements, please do not hesitate to inform us and we are happy to arrange another meet & greet with a new sitter.