

Spare Guide

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

Check-In checklist

All about the house & pet

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 food for their pet 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.

House Info:

How to enter your home: (Spare key, key code, hidden key, etc.)

Where to live key on last day: (leave in apartment, mail box, keep key)

Will anyone else aside from the sitter be entering your home while you are away?

Extras: (Examples: Collect mail, Water plants, Ayi schedule)

Where to find:

Food:

Water Bowl:

Treats:

Leash:

Favorite toys:

Pet supplies to provide to the sitter:

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

Information about the Pet:

Daily routine:

Feeding schedule:

How much to feed:

Water: (bottle or tap water)

Treats:

Walks / Activity: (List of unfriendly dogs or people along walking 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:

Your usual pet store: (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:

Neighbor's 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, and 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.

- *How long does the meet & greet usually take?*

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? Please also give the sitter a little house tour and show him/her where everything is – where they can find pet supplies, where you keep pets food/toys etc.

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 we forget during the meet & greet?*

Please make sure to give clear instructions to the sitter on what you would like him/her to do during the check-in. For example: how often should the litter be cleaned? Where to dispose litter trash? Can the sitter give treats?

- *Do I need to give the sitter a key after the meet & greet?*

If your booking starts soon and you feel confident with the sitter, you can definitely already pass over your key. If the booking will only start after a certain time, then you can arrange with the sitter to arrive at your home 15-30 minutes before you need to leave on your departure day. If you will leave very early/late, you can also see if the sitter can come back 1-2 days before your departure to pick up the key.

- *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.

For Dog Check-in:

- *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 have in their household. 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.)

- *Does the check-in include a walk?*

Our check-in does not include a full walk but if a quick pee break is needed, the sitter will be able to do that. If you would want your dog to have a 30min/60min walk please book that additionally to the check-in.