Critter Crew Care

safety. professionalism. care.

Critter Crew Care

FAQs

updated AUGUST 2020

GENERAL BUSINESS QUESTIONS

1. Are you a pet owner? **A:** YES! I currently have a 1 year old pit mix, and 2-two year old cats that I have cared for since babyhood. I have owned birds, ferrets, cats, dogs, and fish all my life.
2. Do you have business insurance? **A**: YES, and always have!
3. May I have a copy of your COI? **A:** YES, absolutely. Happy to text or email it to you. It will also eventually be visible on my CCC website & is included here in the welcome packet.
4. Will you have a website & business card? - **A:** YES! It's in the works.
5. Do you take days off? **A:** YES - but, I arrange my days off based on client schedules
6. Do you take vacations? **A:** YES
7. Will you notify us of your time off? **A:** YES, and I will give you ample notice (1-2 months out)
8. Do you have additional employees **A:** NO, not at this time
9. Do you have a recommendation for an alternate walker/sitter while you are away? **A:** NO, unfortunately I do not. I used to make recommendations, but no longer do.

GENERAL BOOKING QUESTIONS

11. Q: How can I contact you for bookings? - **A:** Cell (202.409.2759) or by email crittercrewcarellc@gmail.com, or through my website www.crittercrewcare.com
10. Q: Which is faster? -**A:** CELL
11. Will I eventually be able to book or create a booking through your website? **A:** YES

Contact Info:
Jen Warnock, owner
mobile: 202.409.2759
email: crittercrewcarellc@gmail.com
PayPal: https://www.paypal.me/jenniferwarnock1
website:www.crittercrewcare.com

12. Q: Is there anytime you don't answer a call or email? **A:** YES, sometimes… when I am asleep or am servicing or meeting with a client. I guide by the principle that when I am with a client or a client's animal, my attention is solely with them. Not only is this a fair business practice, but also a safe one. Therefore, when I am with your critter, I am not doing business for another client.
13. Q: If you are with a client, but I am reaching out with an emergency or super last minute request, will you answer then? **A:** Yes, in extremely special circumstances only.
14. Can we meet with you before booking? **A:** YES! Absolutely.
15. If I already have a recurring booking with you, do I still need to contact you for a booking? **A:** NOPE! I will continue to send out recurring booking requests each Sunday
16. What if I need to modify my schedule for that week? **A:** Please email or text me, and I'll amend the schedule for you.
17. What if this is a new booking, that is separate from my recurring booking, how do I book? **A:** Please contact me at: mobile: 202.409.2759 or email: crittercrewcarellc@gmail.com
18. What areas do you service? **A:** To best meet the needs of clients, I service an area 7-8 mi radius from zip code 22304
19. Why just this radius? **A:** So that I may reduce travel times in between clients, and ensure prompt arrival, I keep a relatively small radius.
20. Do you ever consider accepting a booking outside of this radius? **A:** YES. There are a few instances, and I'd be happy to discuss with you further.
21. Is there anything that you recommend I, the Client, have to ensure a great visit? **A:** YES! While, not mandatory, I do recommend basic pet obedience class; that towels, supplies, and all other pet related items are left in a central location (usually a kitchen counter or pantry); that all animals have ID tags; that Clients have both a primary & emergency vet option; and that they have a back up pet sitter or alternate source of care when CCC is unavailable for a booking
22. What time will you arrive for our booking? **A:** I will arrive within 30 minute window, unless you strongly prefer a set time. Most pet sitters only promise a 2 hour window, which I think is too broad.

SAFETY

23. Have you passed a background check? **A:** YES! As part of my corporate career (and again as I worked on different dog sitting platforms), I have had to pass several rigorous background checks, the most recent one was in January of 2019. I used to work for former White House officials and retired Generals, and was subjected to a more in depth

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screenings, drug tests, and background checks. My criminal record is clean, as is my driving record. I also do not take drugs or drink.

24. What safety measures do you adhere to? **A:** Great question. Safety is always my number one priority. I am very conservative and aware of my surroundings when I am walking your dog or animals. I never introduce your pet to strange pets, and sometimes even avoid ones they are familiar with. Socialization can be conducted via the client; I leave this to them. I use a "3 point" contact method on leashes. This mean, I loop the leash around my wrist (contact 1),I hold the leash in one hand (contact 2), and hold the leash in the other hand as well (contact 3). I also carry mace and an air horn to ward off dogs that are off leash/threatening or other potential situations that become threatening. Thankfully, I have only needed to use the airhorn a few times. I also avoid dog parks. Dog parks, in theory are wonderful. But, inattentive owners, aggressive dogs, and unvaccinated dogs can always end up there. I have witnessed and needed to break up more than one dog park fight. When it comes to entering a home I am quick to enter and quick to leave, not leaving the door open for any cat or dog to make their own way out. I also always do a head count before leaving, to make sure all animals are inside. I also double check all entrances are locked and that all keys / lockboxes are secure according to client wishes. I also carry a pet emergency kit and regular first aid kit that has a comprehensive animal 1st aid guide.
25. Will you take a booking if my dog is a "bully breed" (pit, bulldog, cane corso, etc? **A:** SURE! I take any animal that is friendly, trained, and accept all clients only AFTER a thorough meet and greet has been concluded. I do not discriminate based on breed. I have a pit myself, and happen to love the breed.
26. Will you sit my aggressive dog or cat? **A:** NO. Any animal that has a persistent pattern of biting or aggression will not be taken on. I will always conduct a meet and greet ahead of time. Bites that occur to other dogs, or to CCC employees are the responsibility and liability of the owner.
27. Have you ever lost a dog, cat or any other animal in your care? Or, have they ever become injured in your care? **A:** NEVER. In 25 years of pet ownership, and in the last year and a half of pet services, I have never lost an animal or had one become injured while under my direct supervision and care.
28. Will you monitor my dog outside, even if I have a fenced in yard or electric fence? **A:** ABSOLUTELY. Dogs can be good escape artists when motivated, and I've personally seen dogs walk right through their electric fences. Furthermore, other animals can find their way into your yard…including snakes, etc.

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29. Does my animal need to wear ID tags? **A:** YES - It is my absolute strongest recommendation that all cats and especially dogs have visible ID tags listing their name and their phone number.
30. Is this required? **A:** NO. It is not required. Please see more information under, *"Terms of Service"*.
31. Our cat/dog is microchipped, do we still need an ID tag? **A:** YES. In my experience, and in working with other professionals, lost animals are rarely returned to owners based on microchips. Even when the owner's contact information is up to date with chips, an animal still needs to make its way into a shelter or clinic to be scanned. It's still a great idea, in my opinion (and all my animals are chipped), but I always ensure they have ID tags. Even my indoor cats.
32. Is there a type of leash or harness that you recommend/don't recommend?: **A:** YES. I highly recommend the following: gentle leaders, easy walk harnesses, and martingale collars. Other types of multiple point fixed harnesses are also recommended. I discourage the use of retractable leashes for a number of reasons, but will always use what is provided to me by the Client.
33. Do you know the most common plants and substances most dangerous/poisonous to cats & dogs.? **A:** SURE do. From flowers, to foods, to potential lurking substances around the home (and sidewalk, where Rex can pick them up), I am tuned to what to avoid and how to react in the unlikely event one of those items was ingested.
34. Have you ever lost a set of client keys or locked yourself out of a residence? **A:** NO.

RATES & PAYMENT POLICIES

35. Will my individual rates go up? **A:** NOPE!, your agreed and individual walk & drop in visit rates will stay the same for now.
36. Q: Will other rates go up, such as housesitting? **A:**:YES.,"Rates & Services" for those changes.
37. Q: Is there a booking fee? **A:** NOPE!
38. Q: How do I pay for bookings? **A:** Please use Paypal, under "family & friends" - https://www.paypal.me/jenniferwarnock1 (PayPal has a desktop/mobile site, and the app is user friendly)
39. Why do you request we pay under "family & friends" **A:** To keep all of our costs lower. Remitting payment under the "service and goods" rate charges me a 4% fee.
40. If I feel more comfortable paying under the "services & good rate", can I? **A:** YES, but you would need an additional fee of 4% to cover the rate passed on to me from Paypal.

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41. Can I pay you in cash or check? **A:** NO, for business, tax, and other reasons, only PayPal is accepted at this time
42. When is payment due? **A:** At the time of a booking request
43. Am I on your calendar/confirmed, even if I haven't paid? **A:** NO. Bookings are only considered confirmed/on the calendar once payment is received. I strongly encourage payment at the time of booking to avoid losing the booking.
44. Will you hold my place on the calendar until I remit payment **A:** Unfortunately, NO. This is not fair to me, other clients.
45. Will you send me a payment reminder? **A:** NO - no initial reminders for payment will be given after the initial invoice has been distributed. The onus is on the clients to remit payment to secure booking.
46. Do you give discounted rates? - **A:** NO **-**not at this time. Current agreements on price will stay static for now, with no change in most rates.
47. Where can I see a full list of rates? - **A:** Please see the "Rates & Services" section.
48. Will I obtain a receipt from you? **A:** YES, I will send it to you in the report card.

CANCELLATION / REFUND POLICIES

* What are your cancellation policies? **A:** Please see policy under "Cancellation Policies""
* Will you administer a refund if you can't access my home due to a faulty/missing key or code? **A:** NO. Please ensure your lockbox/garage code/key/or other method of access works. No refunds will be administered due to faulty keys or other access issues not arising from CCC.
* Will you administer a refund if you lose the keys? **A:** This would (and has) never happened. But, if it ever did, absolutely.
* Will you issue a refund if you are not able to fulfill services? **A:** If I am unable to provide/ complete a service a full refund will be issues.
* Has this ever happened before? **A:** It has not. I have never not fulfilled an obligation.

REPORT CARDS

49. Will I get a report card? **A:** YEP! You will receive a photo collage, extensive report card along with a timed start/end and map of the walk.
50. How will I receive the report card? **A:** Via Text.
51. What else can I expect in the coming months from CCC? **A:** New website, new business card, potential new walking app.

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REVIEWS & REFERRALS

52. Do you recommend a local trainer? **A:** Yes, his name is Mike Tomai, based out of Alexandria, VA. I am happy to share his info with you.

53.May we leave you a review? **A:** YES, please! Upon completion of any stay, I will send you an invite via Survey Monkey for you to fill out. Your feedback will become visible on my website.

54. I'd like to refer you to a friend, may I pass on your contact information to them? **A:** YES! Please do. I thank you for doing so. :) Cell (202.409.2759) or by email crittercrewcarellc@gmail.com

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