

## FAQ

**Q: Why is a meet & greet required?**

A: This is where we go over information on your expectations on how you'd like your pet to be cared for, what the expectations are for both Ace Pet Care and potential clients and how the services will be handled going forward. Also this is where we can go over the service agreement form and when you are needing services. Most importantly to make sure your fur baby and I are a perfect fit for one another.

**Q: Why/when would I have to pay more for additional pets?**

A: If you have several different species of pets at home and they require very different care instructions than the other types, or if you have several pets in your home that are the same species but just require vastly different care instructions from one another this is where it could apply. Prices are set for 1-3 pets normally. Please see price sheet.

**Q: Why are dog walks more?**

A: More unforeseen risk and liability is involved when leaving the safety of your pets own property.

**Q: Does Ace Pet Care have insurance?**

A: Yes, I do have liability insurance so you can feel at peace leaving your pet with me.

**Q: Are walks tracked?**

A: Yes, walks are tracked with an app and will be shown in a pet journal that is then sent to the pet owner.

**Q: Are home visits tracked/timed?**

A: Yes, they are tracked/timed and will be sent in the pet journal.

**Q: Do I have to be sent a journal?**

A: You don't have to read or look at it, but for the security of Ace Pet Care a journal will be made so there is a record of the service and that it was fulfilled.

**Q: How are journals and invoices sent?**

A: Journals will be sent via text and invoices will mostly be sent via email. Both can be sent either way though if the owner wishes.

**Q: Do you offer boarding at your home?**

A: No, I have several of my own pets at home and I am not insured for in my own home boarding.

**Q: Do you offer over nights?**

A: As of now I do not. BUT I am willing to work it out for a higher price, though I have not yet done so.

**Q: How many sitters do you have?**

A: Just 1, but I will do my best to fit you and your precious pet on my schedule.

**Q: How do I get my key back and do you charge?**

A: As of now I am not charging for a key return but I do document the return has been done. Key return will be scheduled around Ace Pet Care's other services to keep down on gas and must be physically handed over.

**Q: What areas do you serve?**

A: Right now most clients are in the Gilbert or Chandler area, but I am able to travel to some parts of Queen Creek or Mesa. Depending on distance an additional fee may apply.

**Q: What is a service agreement?**

A: A service agreement are the terms and conditions that both parties are agreeing to when they decide to do business together. It's nothing scary and it's just for both parties' protection

**Q: Why not pay the kid down the street less?**

A: I have actually heard many times that someone went this route or had a family member do it and they didn't do a satisfactory job. Just remember you get what you pay for. I can provide invoices, journals, pictures of pets, the security of being insured, references, experience, and maturity. Plus I love animals and they are my passion! :)

**Q: Do you offer discounts?**

A: Right now I only have a small discount offered to people in my neighborhood for gas.

**Q: How are payments handled?**

A: I take Zelle, Venmo, Square and cash payments. Half of your total service fee is due prior to service beginning for all new clients.