

WELCOME

 **Blacktown Area**
Pet Sitting

Pet sitting
information guide



Welcome to Blacktown Area Pet Sitting

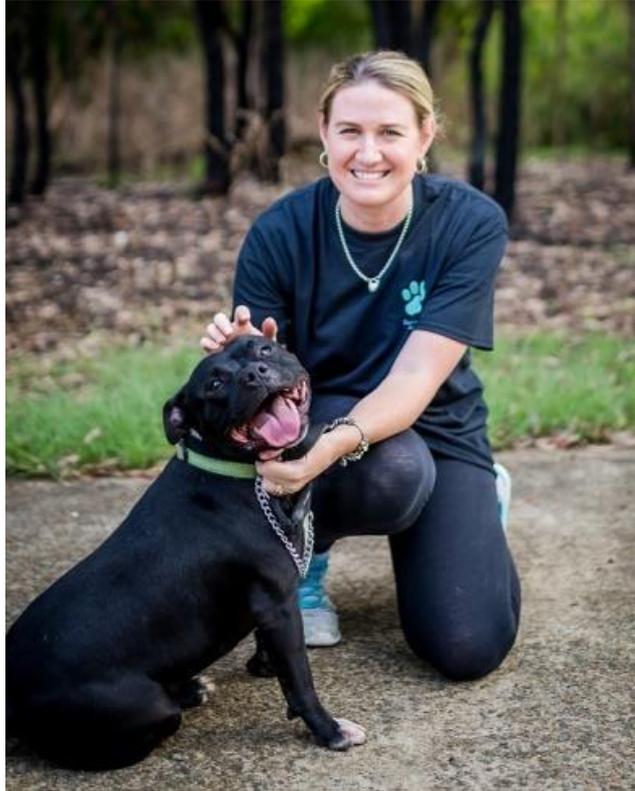
We are thrilled that you've chosen us!

Here at Blacktown Area Pet Sitting we aim to make your pet's time with us as enjoyable as possible.

Our pet sitters will go out of their way to ensure your pets are loved just as much, (dare I say more?) than as if it were you caring for them.

We absolutely love what we do, and know your pets will too.

Read on to find out how we keep that tail wagging while you're gone...



But before we go any further, I need to warn you –

We are **NOT** your average pet sitters.

We provide an elite service that far exceeds our competitors.

Just one booking with us will leave you saying, “Ah, now I get it! That’s why!”

We are proud to provide the most thorough, loving service for your pets. Our pet sitters will go above and beyond to ensure their happiness and comfort, as well as yours.

“Amazing! Our carer was wonderful for our pets. BAPS looked after our 12 pets for 3 weeks. When we came home every pet was clean and happy with zero stress. Best decision to go with BAPS to look after our pets and home.” -Tara, Blacktown.

Furry, feathered, or scales, we love them all!

Our pet sitters love animals of all shapes and sizes, and we are proud to have one of the widest varieties of clients in town!

Aside from our regular dog and cat clients, we have also looked after horses, chickens, lizards, snakes, fish, birds, guinea pigs and rabbits, just to name a few.

No matter what your needs, we have the perfect pet sitter for you.

All of our pet sitters have a caring nature, and are highly skilled in looking after anxious pets, or animals who might have higher needs than others.

We can medicate according to your vet's instructions, and speaking of vets, we have a **VIP** (that stands for Very Important Pets) **Transport Service** in case your pet needs veterinary care whilst under our supervision. Our VIP Transport vehicle is quiet and climate controlled, to get your precious pet to your chosen vet safely and comfortably.

During your booking, we have a range of options available for you to choose from.

Rather than booking per service, we book per package. Our packages are purchased in time increments –

BRONZE PACKAGE – 30 minutes per day spent with your pet.

SILVER PACKAGE – 60 minutes per day spent with your pet.

GOLD PACKAGE – 90 minutes per day spent with your pet.

Our pet sitters can either **visit your home** to feed your pets, change their water, and tidy up any mess or droppings. If you have a cat we will poop scoop daily and refresh kitty litter as often as you request. During our visit we will have a play with your pets and absolutely spoil them rotten. This service comes under our **BRONZE PACKAGE** and can be booked up to 3 times a day.

We use an app called Time to Pet which logs your pet sitter's visits so that you get a report each time they visit your home. Your report will contain GPS tracking if dog walking was included in your booking, and a time report so you can see how long your pet sitter spent with your pet. You'll receive a message and photos each day too. This app is ideal for people who travel overseas as you can use it via wifi and keep your roaming costs down. We recommend you download the app as you can use it to make an account on our portal, and book and pay straight from the app too. We've had outstanding feedback since we started using it and are confident you'll love it too.

Each home visit lasts 30 minutes in duration but if your pet requires a little more attention we have a fantastic **cageless boarding** option available also.

This service is booked under our **SILVER PACKAGE**.

With our cageless boarding, your pet(s) will have a holiday of their own at one of our pet sitters' homes. Our pet sitters only take on one client's animals per day, to avoid any fighting between alpha dogs, and to reduce the chance of any illnesses spreading. And yes, your dog is more than welcome to sleep inside with your pet sitter's family.

Please note that some of our pet sitters do have pets of their own, (all dogs are submissive in nature) so please let our admin staff know when making your booking, if you prefer your pet to visit a house with no other animals present.

As you can imagine, our cageless boarding service is in very high demand and fills up very quickly. We advise booking early to avoid disappointment in the event that we don't have a vacancy.

When booking cageless boarding, we charge **PER DAY**, regardless of your drop off or pick up time. This is to ensure your pet sitter reserves the entire day for your pets, and that your drop off time is not delayed if the person before you is late to collect their pets.

With both home visits and cageless boarding, we do ask you to provide your own food, as if we change brands of food that they're used to, your pets are likely to have a tummy upset for a few days until they adjust to the new food.

We try to avoid any discomfort for your pets so find that having owners

provide the same food that they're used to works best. It also prevents fussy eaters from refusing food if we give them something they're not used to.

Additional services include **dog walking, basic grooming, and monthly social events**. But more on that later.

Dog walking duration is in either 30 or 60 minute increments, depending on your dog's fitness level. For both the safety of your pets and our pet sitters, our Workplace Health and Safety policy states that we **CAN NOT** walk your pets if it is raining, or if it has been raining during the day/overnight, and the ground is still wet at the time of your booking. The same applies during extremely hot weather. Generally, if it is above 30 degrees Celsius, we will either move your walk to early in the morning/late evening, when it is cooler. Otherwise, you may elect for your pet sitter to have a play at your home with your pets to entertain and exercise your pets there undercover, or inside where it's cooler/dry. On hot days, many of our clients like for us to have some water play with your dogs in the backyard, chasing the hose or sprinkler, or playing in a clam shell pool.

Your pet sitter will notify you if your service has to be cancelled or postponed due to adverse weather, and you will either be refunded or credited for any cancellations accordingly.

Another service we offer to help exercise and socialise your dog, is **DOG'S DAY OUT**. This is a monthly social event, that is strictly regulated and very closely supervised. It is a chance for your dog to interact with a larger group of dogs who have been selected based on their personality and behaviours. All attendees must pass a temperament test prior to attending. Dog's day out runs for two hours on the first Monday of each month, and includes pick up and drop off in your fee. It is not necessary for you to be home at pick up/drop off, please just arrange for your pet sitter to collect a key beforehand, or access via side gate on the day.

Whatever your dogs' needs, we have an option for you.

Our ultra-accommodating team want to ensure your pets have the best experience possible with us, and will work with you to ensure we achieve that each and every time.



"It's Megan's last day to care for my guinea pigs today. Everything went better than I ever imagined. Attentive, caring, gentle. And also entertaining for my 3 piggies. Their pens were cleaned beautifully, my higher maintenance piggy, Bongo, received his twice daily medication with positive ease. I have requested Megan in late January and also May. Finally after 2 years of searching, I have found a reliable, professional pet caring service that delivers more than I could ever imagine. I have never had better care for any of my pets ever." -Conrad, Parramatta.

So, what happens now?

The next step is to book your pet sitter online.

You can do this by visiting our website:

www.blacktownareapetsitting.com.au

and clicking on '**BOOK A SITTER**'

We ask that you give us a minimum of 14 days notice where possible.

Please note that your booking is NOT CONFIRMED until payment has been made to secure your booking.

In the event that you don't have internet access, please notify your pet sitter and they will either make a separate visit to your home to secure payment with a mobile eftpos machine, or you can pay over the phone via credit card.

PLEASE NOTE: We do not accept cash or cheques.

Our eft machines accept VISA, MASTERCARD AND AMERICAN EXPRESS.

Please ensure you have sufficient food available for your pets for the duration of your booking. Not leaving enough food will result in additional charges if a pet sitter needs to purchase more.

"These guys are literally the best. We went away for a few weeks recently and I needed the break so badly. Daily updates and photos from Rebecca took away any worries I had about my babies. Another time, I had to go away for a few days for a family emergency and Rebecca wasn't available so we had Renee. Still just as amazing!!! Updates and photos every single day whether you are away for a few days or weeks at a time. I don't trust many people with my babies but these guys have earned it." -Kelly, Blacktown.



“Thank you so much to Simone and the team at BAPS. Indy thoroughly enjoyed herself at the Dog’s Day Out today which was obvious by how sleepy she was tonight! A nice touch is the message I received with an update of how Indy’s day went and some photos of her enjoying herself. A big thanks also for making the pick up and drop off process so easy. Indy is looking forward to coming along again next month!” – Tina, Blacktown.

ABOUT OUR TEAM AND OUR COMPANY:

Our multi-award winning team have all gone through an extensive selection process to make sure we only hire the best of the best.

Your pet sitter has been police checked and comes with some great references, many of which you can view on our Facebook page. Simply visit www.facebook.com.au/blacktownareapetsitting and click on our 'Feedback' photo album, or the 'Reviews' tab.

Our company is fully registered and insured for \$20million for your peace of mind.

In the event of illness or injury of your pet whilst in our care, it is our policy to take your pet immediately to the nearest vet if we feel it is of a time-sensitive or life threatening nature. Otherwise, for non-urgent matters, our team will apply first aid if necessary, and will take your pet to your designated vet as per your details in your account. In both instances, you will be notified immediately if veterinary care is required, and if we can't reach you your emergency contact will be notified.

Thankfully, this is something that rarely happens, but we like to be prepared if and when it does.

Since establishing our company in 2015 we have won the following awards:



Local Business Awards Finalist 2016, 2017, 2018



AUSTRALIAN
SMALL BUSINESS
CHAMPION
AWARDS 2018
FINALIST

Australian Small Business Awards Champion Finalist – 2017, 2018.

Proud Finalist

**2018 WESTERN SYDNEY
AWARDS FOR BUSINESS EXCELLENCE**
Employer of Choice

Proud Finalist

**2018 WESTERN SYDNEY
AWARDS FOR BUSINESS EXCELLENCE**
Outstanding Young Entrepreneur

2018 WSABE Awards for Outstanding

Young Entrepreneur and Employer of Choice.



2018 APAC Excellence Awards Winner – Best Pet Care

Provider – worldwide.

Our managing director, Simone Riviere has also been nominated for Telstra Businesswoman of the Year 2017 for her contributions in raising the standard of pet care in our industry and we were recently featured on Channel 7's House of Wellness. You can view our TV feature on our Facebook page.



Much of our business comes from word of mouth and we thank each and every one of you that recommends us to other members of our community.

Nothing makes us prouder than hearing that you were so happy with our service that you recommend us to your family and friends.

Thank you once again for choosing Blacktown Area Pet Sitting, we can't wait to have a pawsome time with your pets!