

# Hush Puppy's Pet Services

## Frequently Asked Questions

### 1. How do I request services?

- a. The best way is to fill out a request for services form on our website. (<https://www.hushpuppypetservices.com/request-services>). Options are:
  - i. First Time Clients – fill out to request a consultation. New clients only
  - ii. Vacation scheduling – fill out if you'll be out of town
  - iii. Misc Scheduling – for 1-2 visit requests, transportation or unusual requests
  - iv. Overnight Request – for overnight service (7 pm – 7 am). Limited availability.
- b. Email us at [hushpuppypetservices@gmail.com](mailto:hushpuppypetservices@gmail.com). Be sure to include dates, number of visits, lengths of each visit, departure and return date/times. The more information the better.
- c. We prefer NO requests be submitted via a phone call or voice mail or via texting. We need to have a hard copy of any request so we can be sure to correctly schedule requests.

### 2. Will I meet the sitter that is assigned to do the visits?

- a. Yes! At our first consultation we usually bring any sitters that might be helping with the visits. However, we can't always get multiple sitters at a consult.
- b. We have several sitters in each area of West Knoxville that Hush Puppy's covers. Generally we have a "regular" sitter that works the scheduled visits each time service is requested. There are many times that a sitter has a conflict, is out of town, sick or unavailable. Backup sitters are either given the information on the client at the consult, by the regular sitter, by our manager, Carla, or by Trish or Suzanne.
- c. If a new sitter will be providing service we can arrange for them to meet with you so you can get to know them. This is not unusual at all.

### 3. Can I request a sitter?

- a. Generally yes but sometimes the sitter is unavailable, sick or too busy with other visits.

### 4. Will I get a confirmation from Hush Puppy's when I request services?

Yes, our scheduling software will send out a confirmation to let you know the visits are scheduled. If you get a confirmation this means someone will do the visits listed. If you don't receive a confirmation please contact us.

Check the following:

- a. Is the start date and end date correct?
- b. Are the number of visits correct?
- c. Are lengths of visits correct? (Dollar amounts designate length of visits - \$15/15 min, \$17/20 min, \$22/30 min, \$60/overnight)
- d. If you see any corrections please contact Hush Puppy's.

### 5. How much notice do I need to request services?

- a. We'd like as much notice as possible!
- b. Our sitters plan their days with the visits they have on their schedule as well as their own lives.
- c. If your request is last minute there is a chance we can't cover it.

### 6. Does Hush Puppy's have a cancellation fee?

- a. We generally don't have a cancellation fee if we aren't on our way to your house for the visit scheduled.
- b. If we show up and you are home then you will be charged for the visit if it wasn't a scheduling mistake.
- c. Please let us know if you are home early from a trip or if you are home from work on a day that we have a mid-day walk scheduled.
- d. Notice of cancellation is best as early as you know. Even the day of is fine.

### 7. Should I let you know via TEXT when we leave (vacation requests)?

Yes, it would be nice to get a text to let us know you have left. Sometimes times change and if you leave earlier than you requested we like to adjust our schedule to accommodate your pets.

**8. Should I let you know via TEXT when we return (or eta home) (vacation requests)?**

Yes, we usually ask when you think you'll be home. Again just in case your timing isn't what was originally planned.

**9. What do I need to leave out for the pet sitter when I leave?**

There are several items we like to have available while you are gone:

- a. TRAVEL FORM – this is the most important item. Please print one out (<https://www.hushpuppypetservices.com/pet-sitting-forms>), fill it out and leave for the pet sitter.
- b. Paper towels and cleaning product (for hard surfaces and for rugs)
- c. Old towels to wipe feet
- d. Broom and dust pan (especially for cat households)
- e. Leash/Harness, etc in plain site
- f. A Pen or pencil. Not required but nice!

**10. Will you update me when I am gone?**

- a. Yes, we love to update. However, we need the TRAVEL FORM filled out with the update information.
- b. You are welcome to text us to find out how things are going. Please text Trish (865-660-0318) or Carla (865-805-2832).
- c. Most clients want at least 1 text update. It would be good to request a text at the first visit so you know service has started. Requesting several texts while you are gone is fine too.
- d. We will ALWAYS contact you via phone call, text or email if we have any questions, concerns or problems.
- e. Sometimes our sitters will update the client after visits. We generally don't suggest this unless Trish, or Carla are included in the text. This is for everyone's benefit so that any concerns can be addressed.
- f. We'd appreciate including Trish (865-660-0318) or Carla (865-805-2832) in any texts you send to our sitters. Especially since the "regular" sitter may not be actually in town or doing the visits. This would cause a delay in any response.

**11. When will I receive an invoice?**

- a. We usually EMAIL invoices within a week of a vacation return date. For Regular mid-day clients we invoice at the end of each month.

**12. How do I pay for services?**

- a. Best way is to mail a check to the address on the invoice.
- b. Please DO NOT leave a check on the counter. Our sitters don't usually see Hush Puppy's staff except once every 2 weeks (sometimes sooner). So your check may sit with them for a while before we get it.
- c. You may pay with PAYPAL. Be sure to add the fees before sending money. Calculations are on the invoice.
- d. You may pay with a credit card but there is a processing fee (varies with amount charged).

**13. When is late fee assessed with outstanding invoices?**

- a. We generally are patient with payment but we APPRECIATE payment within 2 weeks of invoice.
- b. If we go past 30 days we have the option to add \$10 each month for invoices not paid.
- c. After a long period of time we have the option of going to collections companies.

**14. If I have a question or problem how should I contact Hush Puppy's?**

- a. PLEASE call, email or text us with any problems you encounter. We can't fix something we don't know about. We APPRECIATE any feedback and want to do the best we possibly can.

**15. Do I get referral credit if I refer a friend?**

- a. YES! We give you the referring client \$40 in credit towards your account if a referral actually completes services. We appreciate word of mouth referrals.

**16. What are Hush Puppy's Business hours?**

- a. We generally answer a phone call Mon-Fri between 8am and 5 pm.
- b. We generally answer texts later in the evenings and on weekends but it may be the next business day for response.
- c. Our evenings and weekends are reserved for our own families (other than scheduled visits).