



General Notes

WALKING AND PET VISITS

We request a 2 hour window for visits to enable us to fit all visits in to the carers schedule.

This is also essential for your security, we try to vary the times of our visits to ensure there is no pattern

VISITING TO YOUR HOME

At your meet and greet you met your main carer and your back up carer. This is to ensure where possible you will know who will be visiting your pets in the event of holiday or illness of your main carer.

On occasions we may need to send a staff member from the office to do the visit to your pet due to unforeseen circumstance. All the staff in our employ are CRB checked and insured.

FOSTER AND DAY CARE

Drop off is any time after 7.30am and collection is any time before 7.30pm.

If you are going to be late/early please contact your carer directly. If your dog is going to a multiple dog care home and you have not notified us please do not enter the premises without supervision of a staff member, we ask you to arrive as near as possible to the agreed time, this way we can ensure any other pets in our care can be out of the way to allow us to take your pets in before play commences and discuss any changes to the care plan. We also suggest for the benefit of your dog when you are dropping off that you say all of your good byes at home as this reduces any stress the dogs have, especially on their first visit.

DOG SOCIALISATION

If your dog will be staying in a multiple occupancy home you are agreeing to them socialising with other dogs from other homes. They will be introduced to the other dogs under supervision on a one to one basis. If there are any issues with another dog the dogs will not be permitted to socialise. All homes where multiple dogs are visiting will have the ability to separate them into another area. Back up carers are available in these circumstances, in this event you may not be introduced to the carer until your return. We will advise you of the move in any event.

SLEEPING ARRANGEMENTS

Dogs in our care are encouraged to bring their own beds if they use them, we also have beds available for the dogs to use during their stay. Dogs are separated from other dogs where they are not in an occupied bedroom with one of the carers unless they are from the same family and sleep together at home.

KEYS

Where VIPPIES are Key holders all keys are key coded with no reference to your name or home address.

We will only hand key to the home owner or a member of family who has ID and authorisation has been given to VIPPIES that they will be collecting. We will keep your keys securely while in our care, if you do not use the services in a year we will email you to see if you would like to arrange to collect them. If you do not respond we will send a letter approx 2 months later. If we do not receive a response we will arrange to destroy the keys securely.