

FAQS

Who will walk my dog?/Who will be my pet sitter?

Before any service starts, you'll have the opportunity to meet your dog walker/pet sitter

Can I be guaranteed that the same person will walk my dog everyday?/Will I have the same pet sitter?

We'd love to say yes, but we can't guarantee it. Like you, sometimes we get sick, have an emergency or want to take a vacation. Sometimes we have sitters share jobs when our sitters have different times they are available. However, the vast majority of the time you'll have the same sitter. The most important thing you need to know is that we'll always be there for you and your pet. Each client has a back-up sitter.

Do I need to book a dog walker every day or commit to the same schedule?

Nope! we're just as flexible as your lifestyle and schedule. We work around your schedule, not the other way around.

What is your cancellation policy?

Dog walking and potty break clients will be charged as followed for canceled visits: Cancellations made the day before will be charged 50%. Same day visits will be 100% charged. 100% charge if a sitter shows up to a visit and the client is home and forgot to cancel. Exceptions can be made for winter weather.

Pet sitting/Overnight sitting cancellations are as follows:

Any cancellations 5-7 days before the first scheduled service will be charged 50%. Any cancellations made within 1-4 days of the first scheduled visit will be charged 100%. Anything canceled 8 days or more before the first visit will not be charged a fee.

***Holiday Pet Sitting/Overnight sitting Cancellations
100% Charge No Exceptions & No Time Limits**

Holiday Charges:

There is a \$10.00 Holiday fee on all visits done on the following Holidays.

New Years Eve, New Years Day, Easter, Memorial Day, 4th Of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. The Holiday fee goes directly to your sitter

Do you offer occasional dog walks and pet visits at night, weekends and holidays?

Yes. we're available 24/7. However, it's strongly advised that for holidays and peak times that you reserve in advance, in order to get your preferred sitter. We do charge extra for weekends and Holidays.

What locations do you service?

Some of the cities include but are not limited to: *Centerville, Hugo, White Bear Lake, Mounds View, Shoreview, Blaine, Coon Rapids, Arden Hills, Columbia Heights, Falcon Heights, Vadnais Heights, North Oaks, Oakdale, North Saint Paul, Forest Lake, Ham Lake, Columbus, Wyoming, Birchwood, Little Canada, Roseville, New Brighton, Mounds View, North Saint Paul, Oakdale, Woodbury, and more. If you do not see your city listed please contact us. We will also go out of our normal service areas for an additional charge depending on the location.*