

Luv My Sitter

INFORMATION
PACKET



Tracy Smith

About the Owner Tracy Smith

Born and raised in a suburb of Dallas, I have been an animal lover all my life. At age 4 I brought home a puppy in the basket of my bicycle which I had purchased with the money I had collected from selling my brothers little league candy. A few months later, I acquired my next puppy. He was riddled with fleas and ticks and in desperate need of a good meal, but I loved him at first sight, and he grew to be one of the best dogs I ever had.

I have always had an unstoppable drive for independence. At 11 years old I asked my mom to pull into a shopping center. When she parked, I got out and walked into a dance studio. A short time later I returned to the car and told my mom the lady inside would like to speak to her. A little bumfuzzled my mom went inside, and the lady informed her I had inquired about a job. Surprised, but not terribly taken back, she told the lady it was ok with her and they worked out a plan.

My life has been a crazy, exciting ride. I was competitive gymnast and coached elite gymnastics for 18 years alongside some of the most influential names in the sport including Bella and Marta Karolyi and Alexander Alexandrov, affording me the privilege of coaching several Olympic Champions. I spent time in the world brokerage world and was head wrangler at the CS Ranch in New Mexico, which, at the time was the largest uncut family owned and operated ranch in the country.

In 2000, I decided I had done all I had ever dreamed of in the world of gymnastics and moved to Austin to pursue a new dream. I spent a few years working in veterinary clinics soaking in everything I could. One day I was approached by a team of veterinarians asking if I would consider caring for some of their patients who didn't do well in the clinic in their homes. I agreed and **Luv My Sitter** was officially born.

As you would expect, there have been many rescued animals along the way. Tons of dogs including Justice- my beloved, tender hearted English Mastiff, a springer spaniel with parvo, Charlie- a heat stroke puppy no one thought would live (the rest of the litter had already passed away), rabbits galore, kittens, a parakeet, a duck I named Mr. Bumpus that was afraid of water (yep that's right, afraid of water. It was hilarious!!) He was my mom's favorite because he would have a fit when we played in the creek behind out house, so she (and the entire neighborhood) always knew where we were.



Tracy and her rescue "Kobe".

The list goes on and I love each and every one, but my greatest love was my longest companion Kobe. Although he has passed on now, he lives on in my heart and I miss him every day.

Luv My Sitter is dedicated to his legacy and I strive every day to ensure each and every pet in our care receives the same loving care I would have demanded for him. I am very proud of the extraordinary business I have built and the amazing pet care specialists that make up my team. After years of success, I can say that owning this company is the most challenging and rewarding experience I've known. I would be honored to have you as a member of our family.

Tracy Smith

Owner and founder of Luv My Sitter,
Austin's premier pet sitting service.



Luv My Sitter's Mission Statement

Luv My Sitter's mission is to provide the highest quality in-home, professional pet care available anywhere. **Luv My Sitter** provides unsurpassed personal service to the pets and their parents regardless of their stage of life or medical need.

Our company was founded out of our love for animals. That love combined with our commitment to customer care continues to be at the heart of our success. We know the how difficult it can be to leave your pets alone, whether your away for the day or travelling. So, we are dedicated to providing a stress-free, loving and familiar experience for your pet. Our knowledge and continuing education in pet care, nutrition and safety, provides all the pets in our care with a great friend and guardian, and provides, you, our client with the peace of mind you deserve.

Warm Wags,

Tracy Smith

Owner - Luv My Sitter

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Professional Pet Lovers



Luv My Sitter

The Services We Provide

Luv My Sitter is a full-service in-home pet care provider. All our services are fully customizable so that you can design a plan to fit perfectly with your, and your pets, specific needs. Our most popular services include:

1. Midday dog walks: Give yourself and your pet a break! Your pet care specialist will visit your home between the hours of **11 AM and 3 PM** to walk your dog, play ball in the yard or give them some well-deserved love and attention. It's your choice!

2. Pet Sitting: Re-claim your day! Or, rest assured your pets are getting lots of attention while you're traveling. Your pet care specialist will visit your home up to four times per day, **Morning, Midday, Evening and Late Night** to take care of your precious pal(s). We will also bring in your mail, remove flyers/newspaper from the door and yard, bring in packages and take out the trash. We will even water a few plants at no extra charge. Visits are spaced equally to ensure your pet doesn't wait too long between visits.

3. House Sitting: Want added security while you're away? Your pet care specialist will spend the night. Bonus, your pet gets added TLC! This service includes a **morning visit with breakfast, a dinner visit with a 9-hour sleeping stay.**

In addition to these basic services we offer a wide variety of pet care options, as well as many premium services.

For a complete list of our services & rates [click here](#)

60-minute visits
Sitting by the Hour
15- and 30-minute extended walk
Outdoor Adventures
Brush-Out Service
Pooper Scooping Service
Vacuum Service



Luv My Sitter

Full Plant Watering
Key Pick Up & Drop-Off
Package Delivery Service
Shopping Service
Pharmacy Pick-Up
Dry Cleaning Pick-Up
Home Waiting Service

Luv My Sitter's Peace of Mind Blueprint

We have designed our service with the essential goal of providing our incredible clients with peace of mind. We fulfill this promise by following our unique Luv My Sitter peace of mind blueprint.

1. Professionalism: Luv My Sitter is a professional in-home pet care provider. Our clients know that they are trusting their loved ones in their homes to a **well-established, experienced, qualified, insured and bonded business**. Tracy and our happiness managers are always available to help our clients, as well as speak with anyone who is interested in designing a pet care plan of their own. *We are members of pet sitters international, the national Association of professional pet sitter's, the American society for prevention of cruelty to animals and Fear Free ambassadors.*

2. Reasonable and competitive rates: We understand that taking care of a pet is a responsibility that comes with large investment, so we make our services affordable and competitive. **We offer a wide range of services in many different price points to help accommodate all pet care budgets.**

3. Customized Services: We know all too well that no home or pet is exactly alike so offering cookie-cutter services simply doesn't make sense. We make each of our services fully customizable so **you can tailor them to fit your unique needs**. You can even **request an estimate of charges before your registration meeting**.

4. First rate staff: We contract ONLY mature, knowledgeable and dedicated pet care professionals. Our pet care specialists have practical experience in the pet care field and view their time with **Luv My Sitter** as part of their ongoing commitment to animal wellness. **We conduct an extensive screening process for all candidates. Each of our**

specialists and team members have passed a thorough background check. You can get to know our amazing team [here](#). **Read our Code of Ethics.**



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5. Safety: For the safety of the pets in our care, Luv My Sitter offers one on one care. We do not offer pack walks or intermingle pets. You are assigned a primary and secondary pet care specialist and are assigned to one of those specialists as a priority. **We do not wear uniforms, or use car decals for advertising purposes which (although might be good for us) only serves as a neon sign that you're away.** Additionally, when in the public eye, we do not provide inquisitive neighbors with information about you, your pets, or our purpose.



6. Experience and educational development: our experience and knowledge allow us to better understand your pets needs and how to best interact with them. Luv My Sitter strongly believes in continued education and constant renewal of knowledge. As such, we are always updating our expertise of animal behavior, health and wellness. **Tracy is a veterinary emergency and critical care nurse as well as a certified pet CPR/first aid instructor making it easy for our pet care specialists to remain up to date on their pet CPR/first aid education. Luv My Sitter is proud to be the only in-home pet care provider in Austin to be certified Fear free.**

7. Technology and convenience: To help our business run as smoothly as possible we take advantage of all that technology has to offer. We use a high-tech scheduling and database system, **so NO pet is ever left behind.** The portal provides convenience for clients to book pet care, update important information, view their personal service calendar, and communicate with their pet care specialist.

We also offer a **mobile application** which allows our clients all the conveniences of the portal but goes beyond to allow them to keep in real-time contact with their pet care specialist.



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8. Unsurpassed personal service with outstanding communication: We are here to provide our clients with a phenomenal pet care experience. This is done not only with **top-notch care but also a spectacular customer service.** We understand the value of open communication, so your pet care specialist sends daily updates to keep you updated on your furry loved ones and your messages are always delivered directly to your specialist. Additionally, I am always available by text or direct phone call should you have any questions or concerns.

9. Follow up: To best service our clients it is vital that we obtain feedback, so we always follow up to receive an assessment of your **Luv My Sitter** experience. We highly encourage our clients to let us know what they loved about the process and what suggestions they may have for improvement.

10. Genuine love of animals:
Luv My Sitter was founded on my passion for animals and my dedication to their health and wellness. This commitment remains the root of our success. **All of us at Luv My Sitter make it a priority to provide your pet with as much love and attention as you would.** Our purpose is to help you help your pet live a happier, healthier life.



Interview with Tracy Smith, Owner of Luv My Sitter

Q: Tracy, how did you get started in the pet sitting industry?

It happened very organically. As a lifelong pet lover, it seems I was always rescuing something. Every pet I ever had was a misfit or written off in some way. As a teen most parents used to tell their kids dates to have a good time, be safe and be home by 9. Mine used to say, "don't let her bring anything home!" The crawfish in the guess bathtub was a defining time :)

When I was working in the hospitals, I was approached by a team of veterinarians who asked me if I would be will willing to consider doing in-home care for their patients who had medical requirements beyond those safely handled in a standard boarding situation. I agreed and it didn't take long for word to spread. It wasn't long until I needed to make a hard choice. **Luv My Sitter** became my full-time passion and I haven't looked back. It hasn't been an easy journey, but I have enjoyed every step of the way and I LOVE where I am today. I'm very proud of my team and the company I've built. Funny how life has a way of working out.

Q: What type of clients do you work with?

We work with pet parents all over Austin and the surrounding areas who are looking for honest, reliable quality pet care. Currently our service area encompasses most everywhere from Georgetown to San Marcos, Leander to near the airport. That includes Hudson Bend, Steiner Ranch, Cedar Park, Leander, and beyond. It seems like the service area is always expanding.

Our clients are not only searching for top-quality pet care and true peace of mind while they travel or when they have to leave their pets for long hours due to work or other obligations, but many are seeking help and understanding in areas such as diabetic and seizure disorders. Others are looking for guidance and pet wellness education in areas such as nutrition, essential oils as well as Pet CPR/First Aid training.

Q: How are you different from other pet sitting services

Now that's a list that can go on for a while (smiles).

First, as a veterinary emergency and critical care nurse my knowledge and understanding for animals extends beyond my love for them. **Luv My Sitter** is not only an in-home pet care provider we are also dedicated to client education and pet wellness.

Next, our commitment to quality care over quantity. Unlike standard pet care companies who offer a host of different time options our visits are dictated by the need of the pet. I do not want my pet care specialist tied to a time clock or to be rushed when caring for a pet.

Interview with Tracy Smith, Owner of Luv My Sitter

I have put my heart and soul into creating an extraordinary pet care service that truly provides pet parents with peace of mind that their pets and their homes are being well cared for in their absence. I created the **Luv My Sitter Peace of Mind Blueprint** to ensure that every one of our clients receive the best possible service and overall experience. Each step in our blueprint is a rung in the ladder that sets us apart.

Q: I have heard about your Peace of Mind Blueprint and I want to learn more about it but first tell me more about your “no time clock philosophy”.

Sure, plain and simple, at **Luv My Sitter**, we choose to concentrate on the pet not the clock, so we set time minimums rather than maximums. While our visits are timed and GPS tracked, our timers are based on minimum time frames not maximum limits. . Pets are social creatures. Yes, even the bashful ones. I simply do not believe when caring for pets you can give dogs what they need in less than 30 minutes and cats less than 20 minutes; although a few rare exceptions do apply to cats.

Q: What if a client just wants their pet to have a potty break? Would you ever consider offering shorter visits?

No, not as a day to day service. Shorter visits may be a little better on the pocketbook, but they really don't do much for the pet. Our visits are designed to not only meet the physical need of the pet but also the emotional need.

One of the reasons I decided to found **Luv My Sitter** is because I didn't like what I saw when it came to the existing pet care environment. At first glance, it appeared companies were catering to the needs of the client by offering lower cost services with limited time options (10, 15, & 20 min). After talking to a group of pet sitters, I learned that the reality was much different. The company's focus was more on how to fit in as many pet sits as possible. The lower cost was simply an incentive for the client and made it possible for companies to upsell add-on services, such as medication administration, walks, and of course, time. Although this strategy was working for most of the pet sitters, I just couldn't get behind the concept. It seemed wrong to me. Shouldn't the focus of a pet care company be the wellbeing of the pet? Sure, you can rush in, shoo the dog outside and back in 15 minutes and it only takes a couple of minutes to throw food down for a cat and scoop the box but how is that in the best interest of the pet? I can see how shorter visits could be useful in a pinch but NOT as a day to day solution. Not only is it not good for the pet but, in my experience as a provider, an owner and mentor, it just creates an idea that rushing is acceptable. When companies come to my mentor program one of the most common problems, I hear is sitters shorting visits. My first question to them is, what is your visit structure? The answer is as predictable as Christmas in December - 10, 15-minute visits coupled with 30, 45 even 60 minute up sells. With the introduction of big box companies and the desperation of small business to stay afloat, the concept of on demand or “drive by pet care” has become the norm and our pets are paying the price.

Interview with Tracy Smith, Owner of Luv My Sitter

Every pet and every visit are different. Sometimes pets are in a great mood or have pent up energy and they want a little time to run and play, another day they may just want to enjoy a sunny spot in the yard. Some pets have difficulty getting around and may be sore or simply don't feel well and would prefer to go potty then lay their head in your lap and be comforted by petting. What happens when a 15-minute visit is scheduled, and the pet hasn't gone potty?

When caring for pets it imperative you pay attention. Rushing breeds mistakes and complacency. If a pet needs a little extra time our specialists are there to make sure they get the break they need.

Q: What is "the Luv My Sitter Peace of My Blueprint"?

Our ultimate goal is to provide our clients with the peace of mind of know their pets and their home are n the best possible hands. We want our clients to leave their homes confident that their pet is receiving the love, attention and exercise that they deserve. We accomplish this by following our Peace of Mind Blueprint.

The 10 steps are....

Professionalism	Experience and educational development
Reasonable and competitive rates	Technology and convenience
Customize services	Unsurpassed personal service without standing communication
Commitment to safety	Follow up
First rate staff	Genuine love of animals

Q: Tell me about your hiring process for your pet care specialists?

First and foremost, **we contract only dedicated pet care professionals**. Not individuals looking for short term work or those just trying to make extra cash. We work with pet care providers who have practical experience in the pet care field and view their time with **Luv My Sitter** as a commitment to animal welfare.

Second, **we run an extensive screening process** which includes a face-to-face interview, complete reference checks, followed by a thorough background check. All candidates are then hired on a trial basis until we have followed up with enough clients to ensure that they are an excellent fit for **Luv My Sitter**. All pet care specialists joining our team sign and promise to abide by our **code of ethics**.

Learn more about our outstanding team of pet care specialists on the Our Team page of the **Luv My Sitter** website.

Interview with Tracy Smith, Owner of Luv My Sitter

Q: How was it possible to ensure that your specialists are all keeping up with the standards of Luv My Sitter?

All **Luv My Sitter** pet care specialists meet one on one with me where they learn about the standards and expectations of **Luv My Sitter** and the procedures that we follow to put our Peace of Mind Blueprint into action. They then work very closely with me or a pet care manager for the first month to ensure that they understand the expectations set before them and that they are following proper protocol. Specialists also have daily communication with me or an office manager as well as their clients and are required to check in and out of each of their visits on our secure database. This allows the office to confirm that each pet was visited by his or her pet care provider. We also use GPS to track each specialist's visit. This not only allows us to track the specialist's route but also aids us in the event of an emergency. Additionally, we always follow up with our clients to make sure that the pet care specialist is meeting not only our standards but theirs as well.

Q: Why should a pet owner use a pet sitter?

Most pets do better when they remain in the environment where they feel safe and comfortable. Animals are creatures of habit. At home they are able to sleep in their own bed, have access to their own toys, and maintain their normal daily routine while enjoying the personal attention provided by their pet care specialist.

While play and hospital boarding facilities seem like a great idea, some pets simply don't do well in these environments. During my years in the veterinary field I can tell you first hand, though they do the best they can, the staff is small and responsible for a ton of duties in addition to all the pets in their care which results in the pets being shuttled from kennel to kennel for the majority of their stay. Boarding facilities are also loud which is terrifying to some pets. Those facilities that offer play time have added concerns. Owners run the risk of mixing overexcited dogs with a short staff who don't always have the behavioral training needed when dealing with a pack. As hard as these facilities try, they cannot eliminate the stress many pets experience or the transmission of viruses and parasites.

When hiring **Luv My Sitter**, you'll receive professional, knowledgeable pet care and the peace of mind your pet is cozy and safe.

Q: What should a pet parent know if they have never hired a professional pet sitter?

I think it's important that pet parents know that not all pet sitters are created equal. It's imperative that you don't trust your pet with a provider based solely on how fast or easy it was to sign up. Make sure you know who your hiring and that you take the time necessary to make sure the care giver has enough information to ensure the best care of your pet.

Interview with Tracy Smith, Owner of Luv My Sitter

Currently we are in a culture where anyone can call themselves a professional pet sitter in order to earn a little extra cash. It's as easy as signing up for on-call service, posting in a local online group or putting an add on their neighborhood community board or in the newsletter. Sometimes pet parents get lucky and find a really good provider but sadly more often not they find someone whom has no other care than to earn a quick buck. We get calls at least 3 times a week from owners desperate to find a sitter because the person they hired to care for their home and pet cancelled without notice or simply hasn't shown up.

Luv My Sitter is a registered business. Each of our pet care specialists are fully bonded and insured and we have gone to great lengths to build safety measures to make sure pet parents can rest easy knowing their pets are in the best hands.

Q: What services do you offer?

Luv My Sitter is a full-service in-home pet care provider. This means our pet care specialist travel to our client's homes to care for their pets or provide educational services.

Our pet care services are fully customizable and include everything from single daily visits to long-term care. This wide range of services ensures we are able to provide for whatever a pet parent may need: travel, long work hours, a late meeting, recovering from surgery; working from home on a deadline or on conference calls and can't walk the dog, or simply don't trust the kids. Whatever the reason, we will be there!

We also offer many premium services which include outdoor adventures, pet transport, insulin instruction and much more. For a full list of our premium services click [here](#).

Q: You mentioned you provide educational services as well as pet care services. What type of educational services do you provide?

We offer diabetic care and insulin instruction, nutrition guidance, essential oil education, Fear Free techniques, and Pet CPR/First Aid training.

Q: What type of animals do you care for?

Although our clients are mostly cat and dog owners we also visit rabbits, birds, turtles, frogs, guinea pigs, gerbils, hamsters, iguanas, sugar gliders, rats, ferrets, horses, goats, chicken... you name it we probably care for it.



Interview with Tracy Smith, Owner of Luv My Sitter

Q: Do you have services for people who do not own pets?

Of course! We have many clients who contract **Luv My Sitter** to visit their homes while they travel to make sure their home retains a “lived in” appearance. We bring in the mail, check for packages and flyers, roll in/out the trash, check sprinkler systems, rotate lights, open and close curtains and water plants. Giving our clients some peace of mind that their home is safe while they are out of town. So no, you do not have to have a pet to use **Luv My Sitter**.

Q: Since you care for a lot of medically necessary and anxious pets, do you ever board animals or bring them into your home?

No. We fully believe in the concept of in-home care, which is why we have chosen not to have a boarding facility. However, we do have a service we affectionately call a “Pawjama Party”. This is our overnight/house-sitting service, which is VERY popular. Your pet care specialist will visit between 5PM and 8PM to conduct an evening/dinner visit. Then will return to stay overnight with your pet and serve them breakfast in the morning. It’s what veterinarians and pet care professionals choose for their pets when they travel.

Q: What time do your specialists make their rounds and how long do they stay?

Our pet care specialists can visit their clients homes up to four times per day.

- Morning/breakfast visit is generally conducted between 7AM and 9AM
- Midday visits are generally between 11AM and 3PM
- Evening/dinner visits are generally conducted between 4PM and 8PM
- Late Night Tuck-In’s are generally conducted between 9PM and 10PM

All visits are spaced as equidistant as possible with no longer than 12 hours occurring between visits. For example, if your pet is receiving twice daily visits and they are visited at 8 PM, your pet care specialist would arrive at your home no later than 8 AM the following morning.

The duration of each visit depends on the client’s preferences and can be designed to make the best plan for their pet. Standard visits for dogs are between 30 and 45 minutes. Standard visits for cats are approximately 20 minutes. Extended visits can be requested and are 45-60 minutes for dogs and up to 30 minutes for cats.

Interview with Tracy Smith, Owner of Luv My Sitter

Q: Are there extra cost for services rendered on a holiday?

Currently we do not charge extra for holiday services. Our pet care specialist graciously give up their holidays so that our clients can enjoy time with their families. Tipping your specialist for holiday services is greatly appreciated and helps keep us continue to keep holiday costs consistent.

Q: What is the registration meeting?

The registration meeting is a visit that allows the client to get to know our service and their assigned pet care specialist prior to the start of their service. During this visit their pet care specialist will introduce themselves, spend quality time with their pets, confirm and review important information about the home and pet care routine (ex: pet information, emergency contact, special requests, etc.) and answer any additional questions the client may have. **We do not provide service until this meeting has taken place. There is a \$25 charge for the registration meeting. This fee covers all administrative costs as well as the providers time.**

Q: So, after client has completed the registration meeting can they schedule service anytime?

Absolutely! All clients are provided with unique login information to their secured Luv My Sitter account. From the portal they are able to schedule service, check their service calendar, update their information, change their password, communicate directly with their specialist and much more.

We also offer a mobile application for clients who prefer more real time communication. The APP is available for both IOS and Android and allows clients to do just about everything they can do in the portal including schedule appointments, update information, message their specialist and check confirmed reservations.

Q: How about last-minute requests?

We are more than happy to schedule pet services for last minute needs; however we cannot guarantee that a particular specialist will be available on short notice. So that last-minute requests don't get missed, **Service request with less than 48-hour notice must be booked directly with the office. A \$10 late booking fee will be applied to visits scheduled without 24-hours' notice.**

Interview with Tracy Smith, Owner of Luv My Sitter

Q: What happens if a client's primary sitter is not available for a pet sitting requests?

Since we work on a tertiary system, the client's secondary specialist would be assigned to the reservation. Should an instance occur where all their specialists are previously booked or unavailable, our roster is chock-full of excellent pet care specialists that would love to care for their pet whenever they are needed. Since we have all of the client's pet care information in our secure database and the clients primary specialist will meet with the alternate provider and get them up to speed on the home and needs of the pet, it's not necessary to schedule a meet and greet. However, if the client feels more comfortable with having a meeting with the alternate specialist, we are more than happy to schedule a introductory meeting. The cost of this meeting is \$25.

Q: Can your clients schedule directly through their specialist?

No!!!

For the safety of our client's pets, we use a high-tech scheduling software, which ensures that "no pet is left behind." **All visits must be scheduled online or directly through the Luv My Sitter office.** The priority of our pet care specialist is to provide undivided attention to the pets in their care. Specialists may let a client know if they will be personally available for an upcoming time frame, however, they do NOT have the ability to schedule visits.

If a client schedules through their specialist and the specialist forgets to inform the office, that takes us out of the loop, and we are unable to follow up with the specialist to make sure that the pet has been seen. **Luv My Sitter will not be held liable for visits scheduled without the office's knowledge.**

Q: How do you handle all of your client's keys you must have a ton!

Keys are coded and kept in our safe when not in use. A few days prior to the client's reservation the pet care specialists will retrieve the key from the safe and log it out. At completion of the reservation the specialist returns the key to the safe and logs it back in. At the end of each month each specialist submits a report of the keys in their possession and a key audit is run all keys in our possession. This process allows us to know where client's keys are at all times.



Interview with Tracy Smith, Owner of Luv My Sitter

Q: What does it mean that you are bonded and insured?

A dishonesty bond gives you peace of mind that you will be reimbursed if anything is stolen from your home. Anyone that has workers enter their home should be sure that they have a dishonesty bond.

We also carry a liability insurance policy that protects from financial loss in the event that we were liable for accidents that occur while caring for our client's pets. Any responsible, professional business should carry liability insurance.

Q: How do you accept payment?

Payment is due at the time of service.

We except cash and check as well as electronic payments through bank transfer and applications such as Zelle and Venmo. Currently, we do not accept credit cards, but we are working to implement them and hope to have this option very soon.

Q: Can clients mail payments?

No. Clients opting to pay by cash or check simply leave their payment behind in a visible location. Their specialist will pick it up during their visit.

Q: Is it customary to tip pet care providers?

Pet care is considered part of the service industry and our specialists work very hard to ensure your home and pets are well cared for while you are away. Although tipping is never expected, they are greatly appreciated by your specialist.

Q: Do you care for pets that have aggression issues?

First, there is a significant difference between an aggressive pet and a fearful one.

If the pet is truly aggressive or has aggressively bitten someone in the past then no, we cannot provide service unless the pet is actively attending training and the trainer remains an active participant and agrees the situation will be safe for the pet and the provider.

Interview with Tracy Smith, Owner of Luv My Sitter

If we can assess that the pet is merely fearful, then we are happy to work with the clients to see if a pet care plan can be designed to fit their specific needs.

Fearful and aggressive pets may require additional visits prior to the client's departure to ensure proper socialization between the pet and our pet care specialist. These extra visits ensure that the pet and specialist are set up for success prior to the client's departure. All additional visits will be charged at the standard service fee. If at any time the trainer, pet care specialist or pet owner feels it is unsafe to perform a service, we reserve the right to discontinue service without notice.

Q: Do you administer medication?

Yes, our pet care specialists are fully qualified to administer all types of medication including insulin and subcutaneous fluids.

Q: How does the pet care professional discipline the pets?

Luv My Sitter believes and positive reinforcement for the pets in our care. We are very proud to be the only in-home pet care provider in Austin to be certified Fear Free and we use these techniques to safely eliminate fear, anxiety and stress that leads to most disciplinary matters. Our specialist will never hit, spank, slap, yank the leash, yell, shock or grab your pet.

If there is a problem that extends beyond the scope of the clients reservation (ex: house breaking, dogging, running away, etc.), We will work together with the client to find the best possible solution using various techniques or recommend a qualified trainer if needed.

Q: I know you are a Certified Fear Free Ambassador. What exactly is Fear Free?

This is our commitment to the mission of preventing and alleviating fear, anxiety and stress in pets by inspiring and educating those who care for them.

Using Fear Free techniques to we are able to engage the pets mind as well as their body. By being attentive to a pets emotional needs we can reduce the feelings of stress and anxiety experienced by the pet, which in turn, results in a better experience for the pets, parents and providers alike.

Interview with Tracy Smith, Owner of Luv My Sitter

Q: What happens if a pet becomes ill and the client is out of town or unable to leave work?

If we suspect that something is wrong with a pet, our first action is to contact the client to discuss their preferred course of action. Should the situation require immediate attention and we cannot reach the client, we will transport the pet to the veterinarian and attempt to reach the emergency contact we have on file.

Q: What is the Luv My Sitter cancellation policy?

Since I understand what it's like to have a busy and ever-changing schedule I have implemented an extremely flexible cancellation policy.

- Midday dog walks (for those that use us on a weekly continuous basis): 24 hours' notice
- Pet sitting, kitty and small animal care: 48 hours' notice
- Overnight care: 7 days' notice

Our holiday cancellation policy can be found [here](#).

Q: How does a client go about getting started? How quickly can that happen? What if they have additional questions?

All are welcome to call or email the office with any questions they may have. Our phone number is 512-215-9619. The email is info@luvmysitter.com. When they are ready to get started, we have a very simple registration process that will be explained to them. We can get started as soon as the registration meeting has taken place.

Q: Most importantly, what kind of results can people expect when working with love my sitter?

At the risk of sounding like a broken record, the greatest result is peace of mind. Our clients can travel, work or leave their homes for whatever reason, guilt free because they know that their pets and their homes are in the best possible hands. Their pets are going to receive top-notch care; they're going to be relaxed, comfortable, well exercised, and doted upon. Their homes are going to be safe guarded, kept tidy and neat and their pets are going to have a happy and healthy experience.

Interview with Tracy Smith, Owner of Luv My Sitter

Q: So you're happy with the company that you have created?

It's amazing!!! Seeing how **Luv My Sitter** has grown over the years is astounding to me. The best part about it is that the more successful **Luv My Sitter** becomes, the more opportunities I have to make the service even more extraordinary for my incredible clients. I love it! No matter how challenging the day is, at the end of the day I still love every minute of it! I have the greatest clients any business owner could Ask for... Pet lovers! You simply can't beat it.

Q: As a pet CPR/first aid certified instructor do you provide classes for your clients?

Absolutely! Several times a year I hold classes for pet parents that wish to be prepared for life's little emergencies. Clients can also request classes as one on one or in a group of their choosing. They simply need to contact me at **512-215-9619**



What clients have to say about Luv My Sitter

"I think my pets love Tracy more than me. They're always so excited to see her and you can tell she really cares about them. I've had several pet sitters in the past and Tracy is by far the best."

Cheryl Heartland

"Luv My Sitter is the best! I never worry when I am away. I know my pets are in the best hands."

Claudia Miller

"LUV, LUV, LUV the pictures. Great job! So thankful to have found a pet sitter that makes my whole family so happy."

Rebecca Thompson

"Tracy and her team rescued my pets when the sitter I had hired decided to go on vacation while I was still out of town. My friend said she had heard of Luv My Sitter, so I called and they were able to jump on and help me. I have used them ever since and would not even consider using anyone else."

Margaret Carson

"Cindy is amazing, & my pets love her! Her updates always make my day."

Ann Howard

"Who knew in-home pet care could make such a difference. I have always boarded my dogs at the kennel, but they had a waiting list the weekend my dad passed away. My vet told me to call Tracy at Luv My Sitter. Although apprehensive of the thought of people being in my home while I was away, I felt I had no choice. Admittedly, I was a bit relieved when said they could care for the dogs. The updates coupled with the photos and videos were so comforting. I could see that my dogs were very content and happy. They did a great job not only caring for my pets but also preventing me from worrying about my home. I am a convert! I will continue to use Luv My Sitter whenever I need to be away."

Margo & John Fortner

"Great job with the kitties and the house! The kitties were content, and the house was nice and clean! Happy to have found a great pet sitter here."

Julia Zara

"Most professional and thorough pet sitting company I have ever hired."

Mr. and Mrs. Jason Martin

"I wouldn't trust anyone but Luv My Sitter with my pets."

Kevin Landry



What clients have to say about Luv My Sitter

“Tracy and her team have bailed me out of a jam more times than I can list. They have been there for me through everything from working lunches and unexpected late nights to vacations and family emergencies. Their understanding and flexibility have proven I can count on them no matter the circumstance.”

Charlotte Keller

“Luv My Sitter is our number one secret to a stress-free vacation!”

Joe & Katherine Haroldson

“Before my veterinarian recommended us to Tracy, my husband and I hadn’t seen a movie in a theater or been out to dinner in over 4 years. Vacations were absolutely out of the question due to our Mazie’s medical issues. Luv my Sitter has not only been a breath of fresh air but has given us our life back. It took a few test trips but we are so comfortable and pleased with the care Mazie receives we truly feel like we have a new lease on life. Thanks to Tracy we are planning a vow renewal and second honeymoon. Maui here we come!”

Claire and Carl Trenton

“Perfect name for your business. Bo, Charlie, and I Luv My Sitter.”

Alexandra Gardner

“Rita has been wonderful. She is patient, caring and routinely goes above and beyond for our pets. I actually cried when I saw the photo of our bashful little Angel that no one ever sees sleeping in Rita’s lap being petted.”

Janet Meyer

“Awesome service. Our pet is more than cared for, she is loved. We feel relaxed while they are taking care of our dog.”

Andrew & Susanna Barney

“You have been amazing Cindy! I give you a 15 out of 10 stars! Thank you for being so generous with your time and cuddles!”

Sharon Ireland

“What a blessing. I highly recommend Tracy and the pet specialists at Luv My Sitter”

Teresa Knight

“Worth every penny and more.”

Bill Stanton



How to Get Started

If you're interested in getting started with Luv My Sitter here are a few simple options...

Create an account by clicking here:

<https://www.timetopet.com/portal/luv-my-sitter/create-account>

Request a quote by clicking [here](#).

Contact us directly:

512-215-9619.

Thanks so much for your interested in **Luv My Sitter!**

Big hugs to your furry, feathered and amphibious friends,

Tracy Smith

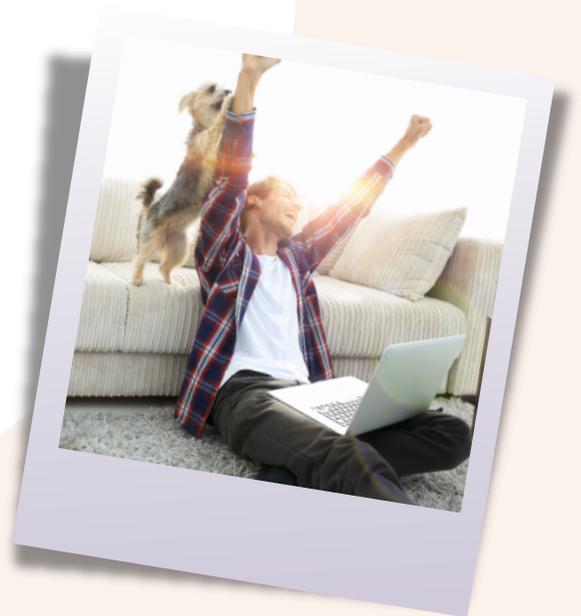
Owner - Luv My Sitter

www.luvmysitter.com

Tracy@luvmysitter.com

(512) 215-9619

Professional Pet Lovers



Luv My Sitter