



Frequently asked questions

Do you provide references for your company?

Yes! Friendly Furry Pet Services strives to keep up a good rapport with all of our customers. Three references can be given upon request, although we can provide more if needed. Your satisfaction and confidence in our services is our main goal. Please contact us for references at friendlyfurrypetservices@gmail.com or by phone (703) 539-2117.

Is Friendly Furry Pet Services Bonded & insured? If so, with whom?

Yes, we are fully bonded and insured. Friendly Furry Pet Services is licensed and registered with the state of Virginia. We would be happy to provide more details.

What is your cancellation policy?

We understand everyone has a busy schedule and our cancellation policy reflects our determination to provide flexibility in regards to your

pet care needs. While we ask you to please give us as much notice as possible our policy on cancellation is as follows.

- 1) If Calling or E-mailing: Visits can be canceled without a fee up to 4 hours before the start of the visit window. The time frame needs to fall within our office hours of 8AM-8PM. Example: visits scheduled to start between 8AM-12PM would need to be canceled by 8PM the night before.
- 2) Visits canceled outside the policy scope outlined above will incur a \$15 cancellation fee.
- 3) Friendly Furry Pet Services has the right to cancel visits as necessary. You will be notified of cancellations as soon as possible.

Can I give my service requests or cancellations directly to my Pet Care Professional?

We ask that any cancellations or service requests be made through our office not through the Pet Care Professional. This is the only way we can give you assurance that your pet will be cared for as requested. For any services you do not receive a confirmation email from our office, is not confirmed and will not be performed.

What is your severe weather policy?

During dangerous weather conditions (i.e., thunderstorms, extreme heat, high winds, cold etc.), dogs will be taken out long enough to relieve themselves and the remainder of the visit will be spent inside. Please make sure there is clear access to your home and lock-box for your Pet

Care Professional including arranging for snow and ice removal if you are out of town. If a Pet Care Professional has difficulty reaching your pet during the scheduled visit, we will proceed with the visit as soon as safely possible. If we can't reach your pet, your emergency contacts on file will be contacted for help with care. Appropriate credits will be arranged. Friendly Furry Pet Services will resume care for your pet as soon as safely possible.

Do you offer referral incentives?

We do not currently offer referral incentives at this time.

Can you administer medication to my pet?

Our Pet Care Professional are trained in the administration of medication to pets. They are trained yearly & keep an up to date certificate of authenticity. Please provide us with a detailed schedule of when your pet needs medication.

What are your COVID-19 Safety Procedures?

Due to COVID 19, Friendly Furry Pet Services practices strict safety and good hygiene practices. Specifically, upon entering a client's home we will take off our shoes and wear face masks and gloves. Our staff carries and uses disinfectants wipes and hand sanitizer. We ask our clients who are home to adhere to social distancing guidelines. We do not socialize with other pets. While walking your dog we adhere to a strict Do-Not-Pet policy.