

## Roll Over LLC Pet Sitting Information:

### 1. Introduction:

- Welcome to Roll Over LLC's Pet Sitting Standard Operating Procedure, SOP
- Our goal is simple: prioritize safety and provide hassle-free services for your pets

### 2. Mission and Scope:

- Caring for our community and their most precious companions. Roll Over mobile brings the attention and care to pets in their own homes while their owners are away and to their own environment where they feel the most safe and secure.
- We provide a reliable and safe in-home pet service in Sioux Falls, Harrisburg, and Tea, addressing the need for pet care and exercise while offering flexibility for various schedules. Whether it's just a few hours or several days, our goal is to ensure pets receive the same level of care they would in a boarding facility, with a range of scheduling and care options for each visit.

### 3. Getting Started with a meet and greet- Special Instructions:

- Meet and greet for first time clients:
  - Schedule a free consultation in our scheduling app, Time To Pet. This can be scheduled as soon as your user profile is completed, providing an opportunity for our pet sitters to get to know your pet, understand their environment, and discuss important details.
  - We will come to you to get to know your pet and learn their environment.
  - Discuss feeding schedules, preferences, and any special care needs such as dietary restrictions, medications, injuries or health concerns, unique characteristics in interacting with people, and specific boundaries the pet must be kept from.
  - Gather emergency contacts and home access information

### 4. Scheduling:

- Scheduling with Roll Over LLC is a breeze through our user-friendly app, "TimeToPet."
  - Choose between a quick stop or longer stay; depending on your pets needs
    - 15-minute drop-ins for bathroom breaks, food and water
    - 30-minute standard visits, including play time, care, and attention.
  - If multiple stops in one day, we have a convenient 4 stop package at a reduced price including two of each— (2) drop-ins and (2) standard visits. This package is the recommended minimum for a full day schedule, ideal for vacations, providing comprehensive care.

- Pet taxi services for safe and reliable transportation to groomers or vet visits. Costs are one way to accommodate those that need a ride to, but can be picked up from, by owners
- Good news! Additional pets are no extra charge for visits within the same household. Should you require additional drop-ins or standard visits on top of the package, feel free to request them for a customized pet care experience.
- The app allows you to effortlessly set up and manage your preferred schedule, providing flexibility and peace of mind for your pet's well-being.

#### 5. Visits:

- Roll Over LLC values flexible scheduling of 15 - 30 minute visits adapted to your pet's routine
- Door code for easy access. Having a spare key is ideal
- During drop-ins, pets enjoy essential care—time outside, water, and a quick snack
- Opt for standard visits on longer days, providing pets with exercise and quality social time
- After each visit, expect a photo and report summarizing the highlights, observations, and address concerns (if any)

#### 6. Pet Taxi Services:

- Groomers or Vet visits within Sioux Falls, Harrisburg, and Tea
- Easily schedule pet taxi services through the TimeToPet app
- When scheduling a taxi service, let us know the specific appointment time and we will adjust the pick up time accordingly.
  - You will need to schedule both the pick up time in addition to the pick up time from the appointment.
- Enjoy a flat rate for one-way trips or opt for the discounted "round trip" bundle
- Please note that the pet taxi service includes a surcharge for each additional pet being transported
- Our services are within the Sioux Falls, Harrisburg, and Tea area. Transportation outside of this area may be available with additional charges. Please contact Roll Over before scheduling.

#### 7. Safety Precautions:

- In emergencies or urgent situations, the designated emergency contact should be someone who can assist with home entry or pet care and knows the pet
- Rest assured, all information including door codes are visible only to the Roll Over team and never shared
- Leashes are used at all times while outside

- Additional common safety precautions include securing any hazardous items or areas within the home, ensuring that gates and fences are secure during outdoor activities, and providing clear instructions for any specific behavioral considerations or triggers for your pet.