



FOR PET PARENTS

Drop-in visits checklist

Your drop-in visits are booked. Use this simple checklist to prepare your home and your pet so every visit goes smoothly.

Meet & greet

- ☐ Confirm your address and entry instructions with your sitter before the first visit.
- ☐ Walk through entry, key or lockbox, and alarm instructions.
- ☐ Go over your pet's routine, behaviour, feeding, medication, and special needs as applicable.
- ☐ Show where pet supplies and cleaning products are kept.
- ☐ Share your emergency contact details and your veterinarian's information, and explain what to do in an emergency.
- ☐ Agree on how often you would like updates and photos. These can be shared through the platform.
- ☐ Point out household rules, off-limit areas, security instructions, and any escape risks.
- ☐ Ask your sitter if they have any final questions or concerns.

Before the first visit

- ☐ Turn on text notifications in Hello Marshy to receive updates from your sitter during the visit.
- ☐ Leave clear written instructions for feeding, medication, and routines.
- ☐ Set out food, treats, and medication, labelled with instructions.
- ☐ Check that supplies are stocked: food, litter, waste bags, and cleaning products.
- ☐ Test that keys, codes, or the lockbox work.
- ☐ Secure or put away anything fragile or valuable.
- ☐ Make sure your pet's ID tag and microchip contact details are up to date.
- ☐ Let a neighbour or your building know a sitter will be visiting, if needed.

During & after the visits

- ☐ Keep your phone reachable in case your sitter has questions.
- ☐ Watch for updates and photos through Hello Marshy.
- ☐ Read your sitter's notes after each visit and flag anything unusual.
- ☐ Leave a review for the sitter once the booking is complete!
- ☐ Leave a tip as an optional thank-you tip! Sitters keep 100% of their tip



Hello Marshy emergency support

Keep all booking messages and updates on Hello Marshy for support.

Support is available seven days a week from 9:00 a.m. to 9:00 p.m. We may be able to assist outside these hours, but after-hours support cannot be guaranteed.

Pet parents should provide their sitter with emergency contact details and clear instructions on what to do in an emergency.

Email: contact@hellomarshy.com

Phone: 438-792-5448