



FOR PET SITTERS

Drop-in visits checklist

Your drop-in visit is coming up. Use this simple checklist to prepare, stay organized, and help everything go smoothly.

Meet & greet

- ☐ Pet parent's address can be found in the booking request and will also be emailed to you.
- ☐ Review entry and key return instructions.
- ☐ Discuss the pet's routine, behaviour, feeding, medication, and special needs as applicable.
- ☐ Ask where pet supplies and cleaning products are kept.
- ☐ Request emergency contact and veterinarian information.
- ☐ Ask how often they would like updates and photos. This can be shared through the platform.
- ☐ Review household rules, off-limit areas, entry or security instructions, and any escape risks.
- ☐ Ask if they have any final questions or concerns.

During the drop-in visit

- ☐ Let the pet parent know you have arrived.
- ☐ Enter carefully and make sure the pet(s) cannot escape, if applicable.
- ☐ Greet the pet calmly and check that they appear healthy and are behaving normally.
- ☐ Check for accidents, damage, or anything unusual.
- ☐ Follow all care and household instructions.
- ☐ Provide food, fresh water, medication, walks, or bathroom breaks as directed.
- ☐ Clean bowls, litter boxes, cages, and pet areas as requested.
- ☐ Spend time playing with, comforting, or checking on the pet.
- ☐ Take clear photos and share updates with the pet parent through Hello Marshy.

Before leaving

- ☐ Clean up after the visit and leave the home as you found it. Take photos if needed.
- ☐ Make sure the pet has fresh water and food and is safely secured in the correct area.
- ☐ Return supplies, keys, and household items to their proper places.
- ☐ Lock all doors and follow the pet parent's exit instructions.
- ☐ Send an update with photos and any important notes through Hello Marshy.
- ☐ Report any health, behavioural, safety, or access concerns to the pet parent immediately.
- ☐ When appropriate, ask for a review to help build your profile.



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