



FOR PET PARENTS

Pet boarding checklist

Your pet's boarding stay is coming up. Use this simple checklist to prepare so drop-off and the stay go smoothly.

Meet & greet

- ☐ Discuss meet & greet location.
- ☐ Sitter's address can be found in the booking request and will also be emailed to you.
- ☐ Go over your pet's routine, behaviour, feeding, medication, and special needs as applicable.
- ☐ Mention allergies, fears, triggers, and how your pet gets along with other animals and people.
- ☐ 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.
- ☐ Ask about the sitter's home: other pets, children, yard, and where your pet will sleep.
- ☐ Confirm drop-off and pick-up dates and times.

Before drop-off

- ☐ Turn on text notifications in Hello Marshy to receive updates from your sitter during the visit.
- ☐ Pack enough food for the full stay plus a little extra, portioned or with clear instructions.
- ☐ Pack medication labelled with dosage and timing instructions.
- ☐ Pack familiar items: leash, bed or blanket, crate if used, and a favourite toy.
- ☐ Write down feeding, medication, and routine instructions.
- ☐ Make sure your pet's ID tag and microchip contact details are up to date.
- ☐ Make sure vaccinations are up to date and share records if requested.

During the stay & pick-up

- ☐ Keep your phone reachable in case your sitter has questions.
- ☐ Watch for updates and photos through Hello Marshy.
- ☐ Collect all belongings at pick-up.
- ☐ Ask the sitter how the stay went and ask any questions
- ☐ 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