



FOR PET PARENTS

Pet taxi checklist

Your pet taxi trip is booked. Use this simple checklist to prepare so pick-up and drop-off go smoothly.

Before the trip

- ☐ Turn on text notifications in Hello Marshy to receive updates from your sitter during the visit.
- ☐ Confirm pick-up and drop-off addresses and times with your sitter.
- ☐ Share the destination details and any appointment time.
- ☐ Prepare a secure crate, carrier, or harness with a seatbelt attachment.
- ☐ Tell your sitter how your pet travels and about any anxiety or motion sickness.
- ☐ Share your emergency contact details and your veterinarian's information, and explain what to do in an emergency.
- ☐ Prepare any paperwork or items that need to travel with your pet.
- ☐ Arrange who will meet your pet at the destination and confirm with them.
- ☐ Handle any destination payments or bookings directly with the destination.

At pick-up & during the trip

- ☐ Have your pet ready at the agreed pick-up time, with a bathroom break beforehand.
- ☐ Hand over the crate or carrier, paperwork, and items.
- ☐ Keep your phone reachable during the trip.
- ☐ Watch for updates through Hello Marshy at pick-up and drop-off.

After the trip

- ☐ Confirm your pet arrived and was handed off as planned.
- ☐ Ask sitter any questions you may have about the trip
- ☐ 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