

Wag & Wander Pet Care FAQ's

This guide answers many of the questions I receive about services, policies, and preparing for your booking. Every pet is unique, and I take pride in providing personalized care tailored to their individual needs and routines.

General Booking Questions

Do you require a meet & greet before booking?

Yes. All new clients are required to schedule a complimentary Meet & Greet before their first booking. This allows us to discuss your pet's routine, personality, medical needs, and ensure we're a great fit for one another.

How far in advance should I book?

The earlier, the better especially for holidays, weekends, and summer travel dates. Last-minute requests are always welcome when availability allows.

What areas do you serve?

Wag & Wander Pet Care primarily serves Lincoln Park and surrounding neighborhoods, including Bucktown, Wicker Park, Logan Square, Goose Island, River West, West Loop, Fulton Market, Old Town, Lakeview, River North, and Ukrainian Village.

Service areas may vary depending on scheduling and travel distance. Please inquire to confirm availability in your neighborhood.

How do I reserve my dates?

New clients can submit an inquiry through the website contact form with their requested dates and services. I will follow up via text or email to discuss availability and schedule a Meet & Greet.

Bookings are officially confirmed once all details are finalized.

What payment methods do you accept?

Payment can be made via Zelle (preferred), Venmo, cash, or another mutually agreed-upon payment method.

Pet Sitting & Overnight Care

What's included in overnight care?

Overnight care includes:

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- Evening and morning care
- Feeding and fresh water
- Walks, potty breaks, and playtime
- Basic medication administration
- Daily updates and photos
- Plenty of companionship and supervision

What is the difference between Standard Care and Enhanced Care?

Standard Care is ideal for independent pets that can comfortably be left alone during portions of the day.

Enhanced Care is designed for pets who require more frequent supervision due to puppyhood, separation anxiety, medical needs, senior care, frequent potty breaks, or other special circumstances.

Can you care for puppies or high-energy dogs?

Absolutely. Puppies and high-energy dogs often require additional potty breaks, training reinforcement, enrichment, and supervision. Additional fees may apply depending on the level of care required.

Do you administer medications?

Yes. Basic medication administration is included with all services. Please discuss your pet's medication schedule during the Meet & Greet.

Will I receive updates while I'm away?

Definitely! You'll receive regular updates, photos, and check-ins so you can enjoy your time away with peace of mind.

Can my dog stay in your home?

In select circumstances, yes. Home boarding may be available for established clients on a limited basis. Please inquire for availability and requirements.

Dog Walking & Daily Visits

What happens during a dog walk?

Walks include exercise, potty breaks, fresh water refreshes (if needed), and personalized attention. Activity levels are tailored to your dog's age, energy level, and individual needs.

Do you offer solo or group walks?

Most walks are private and customized to your dog's needs unless otherwise discussed.

Can you feed my pet during visits?

Yes. Feeding, water refreshes, medication administration, and other routine care tasks can be included during walks or drop-in visits.

Scheduling & Policies

What is your cancellation policy?

As a courtesy, I ask for at least:

- 14 days' notice for overnight care cancellations
- 48 hours' notice for walks, drop-in visits, and day care services

Do you charge holiday rates?

Yes. Holiday bookings are subject to a \$20 holiday surcharge due to increased demand and limited availability.

What happens during bad weather?

For everyone's safety, outdoor time may be shortened or adjusted during extreme heat, severe cold, storms, or other unsafe weather conditions.

What happens if my pet experiences an emergency?

In the event of a medical emergency, I will attempt to contact you immediately and follow the emergency and veterinary instructions provided during onboarding.

Are you insured and experienced?

Yes. I am insured through Pet Sitters Associates, certified in Pet First Aid and CPR through the American Red Cross, maintain 5-star ratings on Rover and Google, and care for over 15 recurring clients throughout Chicago.

Concierge Services

Do you offer household assistance while I'm away?

Basic home care such as bringing in packages, watering plants, and tidying up after myself is included with overnight care.

Additional concierge services may include:

- Grocery delivery assistance
- Package returns
- Light housekeeping
- Laundry
- Meal preparation
- General errands

Additional concierge services are billed at **\$30 per hour**.

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Can you provide transportation for pets?

Transportation requests may be accommodated on a case-by-case basis. While I do not currently own a vehicle, I frequently utilize Uber Pet when transportation is needed. With permission, I may also use a client's vehicle when appropriate.

Preparing for Your Booking

What should I have ready before my trip?

Please provide:

- Food and feeding instructions
- Medications and administration instructions
- Leash, harness, and collar
- Emergency contact information
- Veterinary information
- Home access instructions
- Any behavioral notes, routines, or special care requirements

What if my pet has anxiety or special needs?

Please share as much information as possible before your booking. The more I know about your pet's routine, triggers, and comfort needs, the better I can provide personalized care.

Can you accommodate multiple pets?

Absolutely. Multi-pet households are welcome. Additional pet fees may apply. Please refer to the Policy Guide for current pricing.

Additional Questions

Do you offer boarding?

My primary focus is in-home pet sitting because most pets are more comfortable and experience less stress in their own environment. Limited boarding accommodations may be available for established clients. If boarding is not available, I'm happy to provide referrals to trusted local facilities.

Will I have the same pet sitter for every visit?

Yes. Wag & Wander Pet Care is owner-operated, which means I personally provide all pet care services.

What sets Wag & Wander Pet Care apart from Rover or Wag?

Wag & Wander Pet Care is a fully insured, professional pet care business, not a gig-based platform. When you book with me, you'll work directly with the same trusted caregiver every time, allowing me to build a lasting relationship with both you and your pets.

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Do you offer dog training?

While I can reinforce existing training and routines during walks and visits, I do not currently offer formal training services. I'm happy to recommend local trainers if needed.

Do you care for animals other than dogs?

Yes. I am happy to care for cats and other small household pets when they are part of a pet-sitting booking. At this time, I do not offer stand-alone visits exclusively for cats or small animals.