



Home-Boarding Vacancy



Here at Shannon's Pet Care, we offer a reliable and trustworthy service to all our customers. It is important to ensure that all services are kept on time as our customer greatly rely on the arranged schedule of the appointments we provide, and additionally the duration of the services. Honesty is key. You will be asked to complete a standard DBS check along with a pet first aid course before completing the home boarding application. You will be reimbursed for this.

Licensing -

Here at Shannon's Pet Care, we will reimburse you for your licensing fee. We will guide you through completing your own application.

Before any licensing application takes place, we will ask that you consider the following, and if you home does not meet this standard that you notify us before the applications begin;

- Your garden must be fully enclosed, with a 6ft high fence around the boarder
 - You must notify us if you have our own dog/pets within your home
- You must be able to provide any dogs that stay within your home a 'designated room'. This is in the event that you are to leave the home the boarders can be kept. This cannot be a hallway, bathroom/toilet, outside space, garage, loft or conservatory. Designated rooms must have a barrier to them (a closable door) and enough space for a dog to be able to fully lie down, with space from the tail to nose, and enough space for them to roll over. Each dog within your home should have their own designated room (though dogs who stay within the same household could stay in the same room). Rooms cannot be used as a designated room if there is a human occupant (i.e., a bedroom)
- We cannot go through with a home boarding application if there are children under the age of 10 years old living within the home.

Your first license will last from 1-2 years depending on your star rating, then when your license is to be renewed it can last 1-3 years – providing there are no issues with animal welfare.

During the licensing application you will be asked to complete your application in as much detail as possible. We ask that you read the guidance notes that coincide with the application form carefully, to ensure you are completing the application with as much competency as possible. As already mentioned we can also give guidance for your application.

What the process will look like for you (i.e., booking in jobs) -

A customer will make initial contact with Shannon for any inquiries in regards to questions about our services or to make a booking. The initial discussion will be to see specifically what our customers are looking for i.e. duration of their holiday, rough timings for drop off and departure and number of dogs that they are looking to be boarded. Shannon will then make contact with yourself either via email, text message or telephone to see whether you would be able to offer and commit to the dates being asked. We asked that we are prompt with our confirmation and that we can do this within 24 hours of the first initial enquiry made by the customer.

Once the dates have been confirmed Shannon will then send over our registration form to which the customers will complete. This will ask for details of the customers, emergency contact details, vets, and information about their dog's temperament and details information about their dogs routine.

Once the registration form is completed, we would then arrange for a meeting to take place between the customer, their dogs and yourself to take place within your home. We ask that if the duration of the home board is over 7 days that there is a trial overnight stay.

Confidentiality -

Shannon's Pet Care License Number: NNDC/AA060
05/07/2023

For this role you will have access to personal information about our customers. We ask that you do not disclose any information about our customers, and when the questionnaires are shared with yourself, please store them in a safe place to which you only have access to. Unless told otherwise please do not take photos of the customers pets. If photos are taken, please do not show any details in which shows the location and whereabouts of the pets. If at any point a customer leaves our service, I ask that all of their personal information/details are passed back onto me.

Contact with Customers -

We ask that daily updates are sent the customers whilst their pets at within your care. You will be asked to additionally complete daily logs containing details: food intake and timings, medication (if necessary), grooming, walks, toileting habits, socialisation and any enriching activities completed etc.). We usually advise WhatsApp for this meaning photos and videos can also be sent to the owner. We ask that all communication is kept to a professional level. If customers ask for any further bookings, or if you unsure of something please direct the customer to Shannon

Annual Leave -

If you are aware of anytime that you are unavailable, please notify me as soon as possible so I can book this out on the calendar.

What are your duties?

You should treat to dog(s) coming into your home as one of your own, and try and follow their routine as they would be at their own home (this will be highlighted on the registration form). On day of arrival, we ask at for the customers to drop off their dog(s) to you, along with collecting them on day of departure. Please ensure you check over the dog to ensure they are well, do not accept any dogs that appear unwell. You will be given a check list to check in the owners bring with their dog(s). We ask that owners bring their dog(s) bedding, food, toys, food bowls, water bowls, leads and collars. It is important however to you to have spare bedding, food, toys, bowls etc. in case. You must ensure that all dog(s) are kept safe within your care and ensure their wellbeing in maintain during their stay.

Pay –

For overnight pet sits the pay will be £25.00 for 1 dog per night. On the first day of arrival if the pet sit is to begin before 17:00pm there would be an additional day pay of £15.00. On the last day of the pet sit if it is to end after 10:00am there would be an additional day pay of £15.00.

