

Meet & Greet Policy

Zewmies Petcare Service

Last updated: 10 March 2026

At **Zewmies Petcare Service**, we believe that meeting your pet before providing care is important to ensure a safe, comfortable, and positive experience for everyone involved.

1. Purpose of the Meet & Greet

A Meet & Greet allows us to:

- Meet you and your pet(s) in person
- Learn about your pet's routine, behaviour, and care needs
- Discuss feeding schedules, walking routines, and any special requirements
- Review access to your home if services require home visits
- Answer any questions you may have about our services

This meeting helps ensure that your pet receives the best possible care.

2. Requirement for New Clients

A Meet & Greet is **recommended for all new clients** before services begin.

For services involving home access (such as pet sitting or home visits), a Meet & Greet **may be required** before a booking can be confirmed.

3. Location of the Meeting

Meet & Greets usually take place:

- At the **client's home**, so we can see the pet's environment
- At another agreed location if appropriate

This allows us to understand your pet's normal surroundings and routine.

4. Duration

Meet & Greets typically last **15–30 minutes**.

During this time we will:

- Meet your pet
- Discuss care instructions
- Review safety and emergency contact details
- Confirm service arrangements

5. Information Required

Clients may be asked to provide the following information:

- Pet's name, breed, age, and temperament
- Feeding instructions and routines
- Veterinary contact information
- Emergency contact details
- Any medical conditions or medications

Providing accurate information helps us care for your pet safely.

6. Pet Behaviour and Safety

Clients must inform us of any behavioural concerns, including:

- Aggression toward people or other animals
- Anxiety or fear triggers
- Escape tendencies

Zewmies Petcare Service reserves the right to decline services if a pet poses a safety risk.

7. Keys and Access

If services require home access:

- Keys, alarm instructions, or entry details may be provided during the Meet & Greet.
- All keys and access information will be kept secure and confidential.

8. Changes After the Meet & Greet

If there are any significant changes to your pet's behaviour, health, or routine after the Meet & Greet, please inform us before the scheduled service.

9. No Obligation

The Meet & Greet is an opportunity for both parties to determine whether the service is suitable. Neither the client nor Zewmies Petcare Service is obligated to proceed with a booking after the meeting.

10. Contact

To schedule a Meet & Greet, please contact:

Zewmies Petcare Service

Email: Melanie@Zewmies.co.uk

Phone: 07794128224