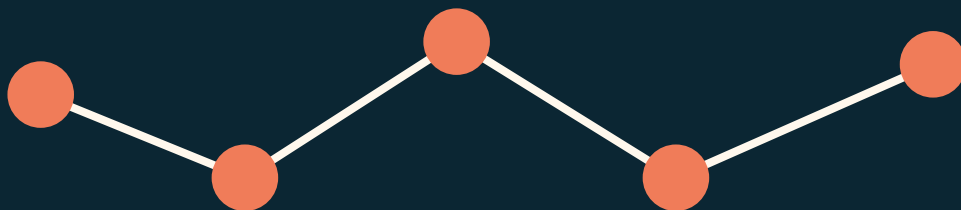


BLUE HARBOR EDITIONS • BH-021

PET SITTER BUSINESS MANUAL

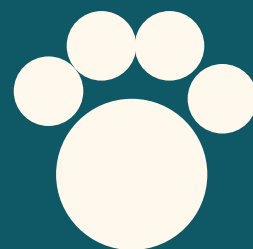
The complete operating system to launch, manage and grow a professional pet-sitting service

36 TEMPLATES • 16 SYSTEMS • 10 SCENARIOS



ENGLISH EDITION 2026

Every pet. Every visit. Fully under control.



[START HERE](#)

Responsible use and scope

IMPORTANT

This manual is an organisational and educational tool. It does not replace veterinary care, hands-on training, or legal, tax, insurance or other professional advice. Licensing, coverage, taxes, privacy, animal welfare, transport, medication assistance, home access and reporting duties vary by territory and service. Complete the Local Profile and obtain written authorisations before use.

NON-NEGOTIABLES

- Welfare comes before price, perceived punctuality and reviews.
- Do not diagnose, prescribe or improvise a dose.
- Do not enter, transport or authorise spending without applicable consent.
- Record facts when they occur; do not back-fill missing evidence.
- If a condition exceeds the service boundary, stop and escalate.

QUICK START

How to use the system

S.I.T.T.E.R. METHOD

- S - Scope: define services, territory and boundaries.
- I - Intake: assess client, pet, home and risk.
- T - Track: schedule, perform and evidence every visit.
- T - Triage: recognise exceptions, stop and escalate.
- E - Evaluate: measure quality, margin and improvement.
- R - Repeat: renew the plan, competence and trust.

90-MINUTE SETUP

- First 30 minutes: complete the Local Profile, coverage and contacts.
- First 60 minutes: define services, prices, capacity and stop rules.
- First client: use screening, meet-and-greet, agreement and care plan.
- First week: test access, emergency and backup.
- First month: review KPIs, complaints and CAPA.

GLOBAL FRAMEWORK

Local Profile

COMPLETE BEFORE USE



Country, region, city and authorities



Structure, taxes, invoices, licences and permits



Services: visits, walks, overnights and transport



Insurance, bonding, exclusions and claims



Rules for access, keys, cameras and lone working



Welfare, regulated animals and maximum count



Medication, first aid, veterinarians and transport



Privacy, retention, breaches and emergency contacts

CONTROL

System architecture

PROFILE

Holds local rules, services and boundaries.

AGREEMENT

Defines price, consent, responsibilities and cancellation.

CARE PLAN

Turns the routine into tasks, stop rules and evidence.

RECORD

Evidences access, visit, observations and communication.

CAPA

Links deviation, cause, action and effectiveness.

NAVIGATION

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NAVIGATION

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SOP 01

Governance and Local Profile

PURPOSE

Define the legal, insurance and operating perimeter before accepting the first pet.

ACCOUNTABLE ROLE

Business owner, with local advisers when required.

OPERATING LOGIC

- Trigger: task start, shift change, deviation or review.
- Stop rule: no release when a critical criterion is not evidenced.
- Escalation: owner → manager → local lead/authority when required.
- Version: use only the current controlled copy.