



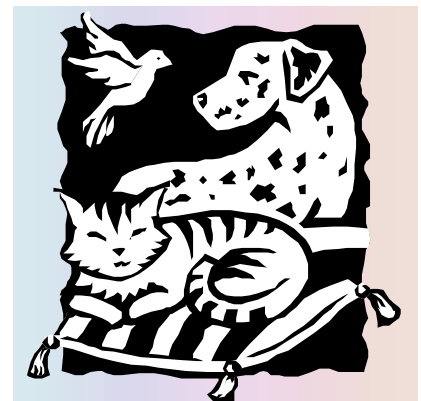
***REST ASSURED  
HOME AND  
PET CARE***

***Established 1999 – Insured – Police Checked***

***THE UNIQUE SERVICE  
FOR UNIQUE PEOPLE***

**Jim and Elaine Horton  
4 Monkton Road  
Minster in Thanet  
Kent, CT12 4EA**

**Telephone: 01843 823177  
Mobile: 07802 882897  
[info@restassuredhousesitters.co.uk](mailto:info@restassuredhousesitters.co.uk)  
[www.restassuredhousesitters.co.uk](http://www.restassuredhousesitters.co.uk)**





## PREFACE

**This short preface introducing Rest Assured Home and Pet Care is designed to be helpful in aiding you to feel confident and comfortable inviting us, strangers, in to your home. We fully appreciate that you do not know us, or our representatives, and that if you employ Rest Assured you are welcoming us into your home as guests to care for your property and pets.**

Rest Assured Home and Pet Care commenced trading in April 1999 by us, Jim and Elaine Horton. Being homeowners and pet lovers we know how difficult it can be to leave your home unattended and pets in kennels.

Our business was to be an enjoyable part time occupation for Jim in his approaching retirement, where he could take pleasure in caring for pets but not have the long-term commitment of owning them. By the year 2000 the demand for our services reached a point that Elaine stopped working independently of Rest Assured. We both worked full time homesitting, the majority of the time in different counties and frequently declining work due to a full diary.

After much careful consideration, in 2005, we made the decision to expand by enlisting representatives to enable us to meet the additional demands of our growing business and also for us to have a better quality of personal life. You can rest assured that each of our representatives has been meticulously chosen in order to maintain our reputation. All are police checked, insured, personally interviewed in their own home, have references verified and are mature and fit enough to cope with customer's needs. If we wouldn't feel comfortable with a prospective representative in our home, we do not employ them. All representatives are resident in the UK.

We always take care to match the needs of our customers with the abilities and skills of the designated representative. It is usual to meet your housesitter before the assignment and if either you or the representative is not comfortable, the situation can be reviewed.

It is possible for you to speak to other customers, many long standing, to further reassure yourself of our professionalism and standards. We are more than happy to supply you with contact details on your request.

On the very odd occasion we have arrived at a client's home to find it lacking in basic facilities and extremely poor standards of hygiene. We do not expect a pristine environment but we do anticipate a clean bathroom, bedroom and kitchen. I hope this paragraph doesn't offend! We have never walked from a consignment as there are usually animals to be cared for.



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## **POLICE CHECKS, INSURANCE**

### **AND REFERENCES**

**Nothing is left to chance. Rest Assured does everything possible to put your mind at rest and give you the peace of mind to leave your most treasured possessions in our care.**

Rest Assured's representatives have been Police Checked and have no convictions or prosecutions recorded against them on the Person Record category of the Police National Computer. Each representative has a certificate to verify this.

Our comprehensive insurance is to cover you, and Rest Assured, in case of mishaps. It does not cover problems that occur with your property or pets that would have happened regardless of our actions. If you have reason to claim on our insurance you will need to provide the appropriate original receipts and quotes.

Rest Assured and its representatives are fully insured as follows:-

Public Liability/Housesitting -	£2,000,000.00
Employees Liability -	£10,000,000.00
Care & Custody of Animals -	£5,000.00

Rest Assured holds personal and occupational references for all representatives. You can ask for copies of references and insurance etc at any time, the originals are held in Rest Assured's office.

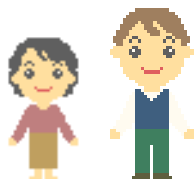
Customers are asked to complete a short questionnaire regarding Rest Assured and the standard of care you felt you received from the representative. Constructive criticism is always welcome, as this allows us to validate and improve the quality of service we provide.

You should inform your household insurance company that you are employing housesitters during your absence.



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## CLIENT TESTIMONIALS

**Below are quotes from just a few of our clients about some of our representatives, names have not been changed!**

“I had to write to say how pleased we were with Pearl and Ricky who definitely went the ‘extra mile’ to make sure we came back to a serene home. Arriving home at 8.30pm we found supplies of bread and milk, two mugs and spoons thoughtfully placed on the counter and the kettle filled, ready to go, and a saucepan of Ricky’s home made soup! Please be assured that they are worthy of the Rest Assured name”.

“Thank you so much for arranging for Doreen to look after our eleven cats. She knows all of their names, their special diets and medication. On my return I had happy relaxed cats and a lovely tidy house. We are looking forward to Doreen’s next visit and I can relax when we are away on business or holiday”.

“I am thinking of taking a week away in July. Smithy and Bumper were so happy with their care last time, that I am wondering if the same chap, Gordon, would be available? I have recommended Rest Assured to some of the mums from school as they knew how worried I had been about finding good care for the dogs. After my trip I was telling everyone how relieved I was to have found you and how happy the dogs seemed to be with Gordon from the minute he arrived”.

“I just wanted to say thank you for the great service we received from Rest Assured, (once again), while we were away. Julia took good care of Pocket, Ruby and our fish. The house was clean, tidy and well cared for on our return. It was particularly thoughtful of Julia to wash towels and bedding for me. I would have no hesitation in using Rest Assured and Julia again and look forward to our next trip away”.

“I would like to thank you for arranging care for our home and dog at short notice and to such a high standard. I found the service you provided me with was the perfect balance of friendliness and professionalism. Our minds were really put at ease allowing us to enjoy our break. I have no hesitation in recommending you or using your service in the future”.

“Our dogs had both just had a small operation and our cat is elderly with a few health concerns. We felt totally at ease when we were away knowing that Helen was taking good care of them. On our return we found our home, as well as our animals, had been extremely well looked after, Helen had even stripped the bed and hoovered the whole house through! We would have no hesitation in recommending Helen to anyone and will certainly be calling upon Rest Assured Home and Pet Care services again in the future”.

“Many thanks, you guys exceed all expectations! You are practical and sensible, no problem is too large. A really big thank you for your help”.

“I am always delighted with the service and am happy to recommend you to anyone. I can’t imagine why people send their animals to kennels when they have the alternative of coming home to happy pets and can relax on holiday knowing the house is secure”.

“Gill was excellent. She was always there when we called. She didn’t appear to be concerned that one of the dogs was not in the best of health, (known about before we went away). We have no hesitation in recommending her to other clients”.

“Thank you, Elaine, for looking after our son, all the animals and our home so beautifully, you coped magnificently. The clean sheets etc on our return was worth more than I can say”.

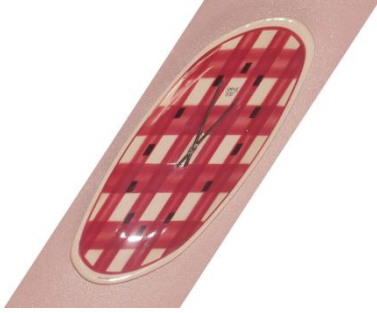
“Many thanks, Jim, for looking after our house and bunnies. Max and Lucy did not seem to have missed us at all and the house was spotless”.

We have so many happy clients it is impossible to quote them all.



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## OUR SERVICE

**During all of our assignments you can expect: total honesty, confidentiality, respect for your privacy and property, priority given to the security of your home and care of your pets, areas of your home we need to use will be kept clean and tidy. We use our own transport and mobile phones for our personal needs.**

On the day of your departure Rest Assured's representative, whom you will previously have met, will arrive at the time stipulated by you. Some clients prefer us to be in their home before they depart, others give us a key prior to their departure date, or leave it with a neighbour, for us to arrive later. If our arrival time is before 8am, a supplement is applicable. If you prefer you can book an additional night, enabling you to have the peace of mind that your sitter will not be held up in traffic and you will not have the extra pre holiday panic.

When a booking is made you will be provided with care forms to ensure the smooth running of your home and care of your pets. You may feel that some of the information is unnecessary but we like to cover all eventualities.

During our stay in your home we will only leave for a short period of time, (up to four hours), during daylight, occasionally it may be necessary to pop out after dark, especially during the winter months. This is in addition to the time walking dogs. There is a supplement to pay if you require your sitter to stay in awaiting a delivery or workmen to arrive etc.

We will take your dogs for their normal walks and they will sleep in their favoured place along with any cats that like the comfort of a large bed. If a dog likes the car he/she could be spoilt rotten and have special days out to new places.

We will undertake light domestic and garden chores to keep your property tidy during your absence, you will come back not knowing we have been living in your home, bedding will be removed and washed, (depending on your arrival time home). We keep areas of your home that we use to a minimum. We will need to use your equipment for our domestic needs but again this is kept to a minimum and will be left clean.

We provide our own food but if we do use any of your supplies we replace them. Perishables left in a fridge will be used or disposed of, ensuring you do not come back to nasty smells and the task of checking the dates. As a rule we leave bread and milk for your return, if you would like more provisions this can be arranged.

On the day of your return the housesitter will leave at the time previously arranged. If there are any delays on your journey the housesitter will endeavour to await your return. If our departure time is later than 10pm a supplement will be applicable.



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## QUESTIONS AND ANSWERS

**Understandably, you will have many reservations at this stage. Below are a few of the most commonly asked questions. If you are still unsure, or do not understand something, please feel free to contact us at any time.**

**Q. *I want to make a booking with Rest Assured, what should I do now?***

A. Contact Rest Assured by e-mail or telephone to ensure that your required dates are free. You then need to complete a booking form, when this is completed and returned, along with a deposit, your booking will be secure. You will receive a copy of this, with further payment details, for your records.

**Q. *What happens if our pre arranged times change or we are unsure of our timings?***

A. This is not usually a problem, just complete as much as you can of the booking form and update us as soon as possible.

**Q. *When will I meet my housesitter?***

A. Usually a couple of weeks before your booking. This meeting is not arranged earlier as quite a lot of bookings are last minute and it is necessary to appoint the most suitable carer to each. This does not mean anyone will have a less capable representative in their home. Unfortunately, where applicable, it will be necessary for you to pay the housesitter the appropriate traveling expenses for this meeting, it is not included when making a booking as it is not always required, it depends on how far away you are from your sitter.

**Q. *I go away quite a lot and would like the same person caring for my pets every time, is this possible?***

A. We always do our utmost to place the same representative with a client as they will be familiar with your home and pets and will look forward to caring for them again.

**Q. *Who will be in my home while I am away?***

A. Jim, Elaine or one of our representatives. Occasionally a family member may visit for a few hours, if you would prefer this did not occur then please inform us.

**Q. *What about living expenses and food for Rest Assured?***

A. We provide our own food, at no extra cost to you. Some sitters will bring their laptops and it is appreciated if we have the use of a wireless internet connection NOT your pc. If your sitter has a poor mobile phone signal they may use your telephone but they will leave enough money to cover calls.

**Q. *What happens if we have to cancel our booking?***

A. Up until 14 nights prior to the start of your booking you will owe us nothing, (the deposit already paid is non-returnable). Between 14 and eight nights, half of the outstanding balance is payable. Full payment is due if cancellation is within seven nights of the start date.

**Q. *What happens if our sitter is taken ill?***

A. In the event of ill health we will continue to care for your home and pets in the best way that we can. If hospitalisation is required Rest Assured will provide alternative suitable cover for your home and pets at no extra cost to yourselves.

**Q. *The tariff quotes prices for periods of 24 hours. I want to make a booking from an 8am arrival and departure time of 6pm the following day, a difference of 10 hours, is this OK?***

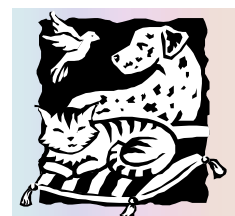
A. Yes, a small charge is made for the additional hours.

**Q. *Who do I pay the balance to and when?***

A. When you receive a copy of your original booking form it will state the appropriate amounts to pay your housesitter and to be forwarded to Rest Assured along with the dates payments are due. The proportion of these amounts will not be correct but Rest Assured will make the alterations and pay any other amounts due to the representative directly, this avoids unnecessary complicated calculations for you.



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**TARIFF**  
**FROM 1ST JANUARY 2011**

**Having your pets and security needs met may seem expensive, but what price for peace of mind?**

House and Pet Sitting: a 24 hour period eg, 12 noon to 12 noon	£46.00*
Early Arrival Supplement: earlier then 8am	£20.00
Late Departure Supplement: later then 10pm	£20.00
Additional hours: per hour	£2.50
Supplement due if sitter cannot take their four hours off – per day:	£8.00
Travel Allowance: per mile	£0.45

We apologise for the lack of a complicated pricing structure, no one likes hidden charges and we do not have any. \*Obviously there is more work involved with multi pet households, some of our clients have menageries, so we do have to charge a little extra in some circumstances.

We do not charge for fish, or one guinea pig, rabbit etc.

We do not charge a registration fee.



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