

Frequently Asked Questions

Q. Do you smoke in the vehicle?

A. I do not smoke in my vehicle. Smoking is prohibited in our vehicles.

Q. Will my pet be the only one in the vehicle?

A. Almost always, yes. If a ride-share request comes up, permission will be obtained from both parties along with copies of health certificates. You can always request a private transport.

Q. Will my dog be in a carrier or crate?

A. Yes, that is often the safest option. Some dogs do not do well in crates. I do have seat belt tethers so they can move and stretch and still be secured. It will be agreed upon by owner and transporter.

Q. Are you able to transport people along with the animals?

A. Our business insurance does not allow us to transport humans.

Q. When flying small pets, do they go on board with you?

A. Yes, when they meet the size requirements. (25 pounds and can stand and turn around in carrier) They go in an airline-approved carrier and they go under the seat in front of us.

Q. Do airlines allow medium or large dogs to fly?

A. Not in the cabin, unless true service animals or special permission circumstances. ex military or police dogs. Some airlines are now offering a special compartment below that is animal friendly. American airlines and Alaskan airlines have humane cargo areas for pets. Contact the airlines for the list of restrictions. We check the pet in and fly on the same plane. We then receive the pet from airline and continue the trip or take the pet to arrivals to meet owners.

Q. Are you licensed and insured?

A. I am USDA licensed and have business insurance as well as commercial auto insurance.

Q. Do we feed the animal on day of travel?

A. We usually recommend very little food and water on day of travel due the possibility of nausea from nerves and movements. We do recommend sending some of their current food with them. If there is a delay, they will have food.

Q. Do you stop for potty breaks on road trips?

A. Of course, we stop for potty breaks, leg stretches, and fresh air. Sometimes, to nap or stay at hotel.

Q. Do you only transports dogs and cats?

A. I have transported dogs, cats, guinea pigs, an iguana, baby pigs, ducks, goats, and birds. I am not licensed to transport livestock, yet. It is in the plans.

Q. How do we pay you?

A. I accept credit card payments, Venmo, Cash App, Zelle, and PayPal. After securing a deposit, the remaining balance is invoiced on day of travel. We do not take checks or money orders.

Q. Will you send us updates during the trip?

A. Yes, we will send updates and pictures. You can also follow-on live tracking. They will be treated like royalty.

Q. Are there any cancellation fees?

A. Cancellation fees will be on a case-by-case basis. If the trip is long and costly, We will ask for a non-refundable deposit to pay for cancellations of bookings should you cancel at the last minute. Life happens though, We will try to find a solution that is fair for both of us.

Q. Do you really give partial proceeds to animal rescues?

A. Yes, I give time, money, and supplies to local rescues here in Brooksville and nationwide. We offer discounted transports for our known local rescue organizations as scheduling permits.

My love for animals is evident.

Feel free to ask any questions not covered.

We understand that every situation is a little different.

Thank you!

- Peg Buchanan