

BestyBnB FAQs

BestyBnB was created to keep people and pets safe, connected, and together.


The company was founded to provide organizations, pet parents, and pet caregivers cutting edge technology to create a better community for people and pets. At BestyBnB, we believe that every heart deserves a safe & loving home!

Ongoing training and support videos are provided within the BestyBnB application to help DVS Administrators who have no prior experience coordinating Pet Care and Foster Care. There are a lot of unknowns when dealing with pets, and it's natural to feel apprehensive when deciding to introduce and include a pet care program in addition to your core mission. Don't worry, we are here to help! Many of your questions or concerns can be addressed by one of our Domestic Violence Shelter experts or through our in-app training videos.





BestyBnB also provides training videos to all Pet Caregivers/Foster Homes, and to DV Shelters' Clients (including their children) to further their knowledge, skill, and awareness when it comes to caring for pets, which in turn creates opportunities to generate income by becoming a Pet Caregiver.

Within the training section of BestyBnB, we created a comprehensive video with Zoë Agnew-Zvoboda. Zoë joined the BestyBnB team as Director of Engagement and Program Development. Prior to joining BestyBnB, Zoë was the Director of Pet Advocacy at Rose Brooks Center and built their pet program to national prominence. Zoë is an expert in, among many other areas, administering pet programming at domestic violence agencies and the co-occurrence of DV and Animal Abuse. Through BestyBnB, Zoë offers free training and support to any DV agencies interested in starting or enhancing their Pet Programs.

Some of the topics included in the BestyBnB DVS training video include:

-  **Building relationships with local animal welfare agencies for help with vaccines, check-ups, and care in the event of an unplanned accident or emergency.** It's important that all pets' vaccines are up to date before entering a foster home or animal shelter, and rather than dictating rigid procedures for this important step, BestyBnB enables each DV Shelter with the flexibility to implement the workflow that is best for them. As a means of additional support, BestyBnB also provides training videos, documentation, and other references regarding best practices to follow. For example, it is often recommended that, once the Client/Victim and their pet is in a safe place, pets needing vaccinations first be brought to a local humane society, animal shelter, vet, or similar organization to administer appropriate vaccinations and provide any other veterinary or wellness care. The DV Shelter may forge relationships with these groups to help further assist in ease and efficiency of the process. Each DV Shelter may decide to transport the pet themselves, arrange for animal services to come to the DV Shelter, or arrange for a foster home or volunteer to transport the pet to get vaccines before the pet is placed in the foster home.

-  **How to easily and cost-effectively prepare a kennel or other temporary, safe holding area at your DV Shelter.** Alternatively, a DV Shelters may coordinate temporary housing at an off-site location with a volunteer or a local Animal Shelter, sometimes called “Urgency Sheltering”, until a BestyBnB Pet Caregiver/Foster Home is secured.
-  **The importance of confidentiality of both the Client/Victim and the BestyBnB Pet Caregiver/Foster Home.** A BestyBnB Pet Caregiver/Foster Home will never know the identity of the Client. Furthermore, the DVS Client will never know the identity or location of the BestyBnB Pet Caregiver/Foster Home. The only individual who knows the identity and location of all parties involved is the Domestic Violence Shelter Administrator.
-  **Different strategies and recommendations for transporting a pet to a the BestyBnB Pet Caregiver/Foster Home.** There is no one, right way to handle transportation, and the video explains a few safe, practical recommendations. Here again, the BestyBnB platform is flexible enough to accommodate what works best for each DV Shelter.
-  **Coordinating pet food donations and delivery, as well as reimbursement for approved pet-related expenses via BestyBnB.** Local Animal Shelters often have food banks and are willing to donate pet food to Domestic Violence Shelters. Also, large corporations like Purina are willing to donate and ship pet food to DV Shelters. DV Shelters may determine their preferred method to distribute that pet food to BestyBnB Pet Caregiver/Foster Homes. If approved by the DVS Admin, pet food may also be purchased directly by the BestyBnB Pet Caregiver/Foster Home and then reimbursed directly through BestyBnB.
-  **Understanding best practices and implementing procedures for when a Client is unable or unwilling to reclaim their pet** by connecting with local animal welfare agencies or other organizations to manage abandoned pets.
-  **Who pays for services rendered via BestyBnB?** Each DV Shelter completely controls what it does and doesn’t pay for. The BestyBnB application is structured for an Institution to cover the boarding cost for a Client’s pet(s) to stay with a BestyBnB Pet Caregiver (whether the Pet Caregiver is an offsite foster home, an offsite traditional boarding facility, or animal shelter). The system also enables safe and secure transfer of funds from a DV Shelter to a Pet Caregiver for approved, out-of-pocket expenses that may arise.
-  **Are only Foster Homes able to become BestyBnB Caregivers?** Individual households as well as established shelters or boarding facilities may apply to become Pet Caregiver Households within the BestyBnB application. With the combination of these types of off-site fostering/housing options, there will be no shortage of qualified, indoor accommodations for pets. Many DV Shelters have extensive lists of volunteers who want to help. Likewise, many animal rescue groups and animal shelters are also eager to help DV Shelters in their communities. Some pets may be better suited to a more traditional boarding environment, making an established kennel or boarding facility a good fit for those pets.
-  **How are BestyBnB Caregivers vetted?** BestyBnB requires every BestyBnB Pet Caregiver Foster Home complete a robust 5-step process before being approved. Two important steps in this process include a requirement that the prospective BestyBnB Pet Caregiver provide at least three references and complete a comprehensive background check to ensure they have no history of abuse, violence, or other issues that would disqualify the candidate for approval as a BestyBnB Pet Caregiver.

-  **How do I find the right home for a Client's Pet?** Each approved BestyBnB Pet Caregiver will have a profile that is fully accessible by the DV Shelter Admin. When a DV Shelter Admin is placing a Client's pet in a foster home, they have access to a robust profile describing important details regarding the BestyBnB Pet Caregiver's home, photographs, work schedule, experience, number of children or pets in the home, and much more. This enables DV Shelter Admin to select the best option for that specific Client/pet when searching for a BestyBnB Pet Caregiver. Similarly, a BestyBnB Pet Caregiver may review a pet's profile to ensure a good match is made.
-  **What would it cost to build an on-site animal shelter at my DV Shelter?** The average cost of building an onsite animal shelter is between \$150K - \$1M and may even exceed this range given current construction costs.
-  **What if our organization doesn't have the immediate funds to license BestyBnB?** One of our core company missions is removing barriers. As part of that mission, we will work with each organization on a case-by-case basis to make sure they have access to BestyBnB regardless of their financial situation. We will not turn away any organization in need for our services and the BestyBnB application.
-  **What do I get with my yearly BestyBnB subscription?** BestyBnB charges a modest, annual subscription fee, which provides access to the many powerful BestyBnB tools, including but not limited to:
- ✓ Unlimited Admin and Client Accounts;
 - ✓ 24-hour support;
 - ✓ On-going training videos for Admin, Clients, and Client's children;
 - ✓ Legal agreements, including releases of liability, waivers, and Pet Caregiver agreements, to help ensure your DV Shelter is protected;
 - ✓ Complete Access to the BestyBnB Pet Caregiver Network;
 - ✓ Marketing materials for community outreach, education, donor engagement and fundraising; and
 - ✓ Reports and Financial tracking.

The BestyBnB DVS training videos cover more topics in great detail, and we hope this information is helpful overview! Don't hesitate to reach out with any additional questions.

Best,

The BestyBnB Team

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BestyBnB Pricing Summary

Below is a summary of the BestyBnB pricing model for Domestic Violence Agencies (“DV Agencies”).

Survivor Expenses

There are never any costs or expenses charged to Survivors by BestyBnB. All fees and expenses are paid by the DV Agency providing services to the Survivor.

DV Agency Fees and Expenses and What That Includes

Annual License Fee:

There is a \$7500 annual license fee to access BestyBnB’s suite of safe, secure, and powerful tools, including the network of trained and vetted Pet Caregiver Foster Homes. In addition to the ability to quickly find and book stays with Pet Caregiver Foster Homes, the license fee includes:

- Unlimited Admin Accounts, Client Profiles, and Pet Profiles;
- Digital contracts for each Client Profile;
- 24-Hour Support;
- Custom Mobile and Web Apps for Agencies and Clients;
- Curated training materials hosted within BestyBnB for 24-Hour access;
- “Unlimited Data” for secure, anonymous message/picture/video threads;
- Digital marketing assets for volunteer and donor engagement, as well as dedicated campaigns paid for by BestyBnB to recruit Pet Caregiver Foster Homes; and
- Pet Caregiver Foster Homes are trained and vetted by BestyBnB at no cost to DV Agencies.

As a company, **BestyBnB is committed to ensuring that cost is never a barrier for any DV Agency** to access the BestyBnB platform.

BestyBnB is actively working to secure Corporate Sponsorship to cover the cost of the annual license fee for DV Agencies. BestyBnB also provides each DV Agency with co-branded digital marketing assets to enhance donor and volunteer engagement and works with each DV Agency partner to access grants and other funding opportunities.

Per Night Technology Fee:

When a DV Agency uses BestyBnB to book a stay for a Client’s Pet, BestyBnB Pet Caregiver Foster Homes can donate their services for **FREE** or charge a modest, per-night fee. The company leaves that decision completely up to each Pet Caregiver Foster Home. For each booking, BestyBnB charges a flat, \$8 per night technology fee. This \$8 per night technology fee is only incurred during active bookings for Pets and is not charged on a per Pet basis. If 5 pets are placed in a home for a single booking, the technology fee is still only \$8 per night.

Why The \$8 Per Night Technology Fee?

The BestyBnB software, with all the security features and connection it provides, is very expensive to operate. The company incurs costs for every text message, picture, video, financial transaction, and background check, among many others, that we execute for our DV Agency partners. The \$8 per night technology fees helps share those costs and enables BestyBnB to responsibly scale together with our DV Agency partners. As more DV Agencies use the platform, the more expensive it gets, so the per use technology fee is the most responsible way to help maximize the use of funds.

BestyBnB Pet Caregiver Fees Compared to Traditional Boarding Facility

Currently in the Kansas City area, the nightly fee charged within BestyBnB by Pet Caregivers for DV Agencies ranges from \$8 to \$28, for an average of approximately \$13 per night. It is important to note that a pet parent/consumer visiting BestyBnB.com looking for services will see different Pet Caregiver rates than DV Agency Advocates/Administrators will see when they log in and search for Pet Caregivers Foster Homes. **Discounted and Free/Donated services are only available for Non-Profits with secure BestyBnB accounts.**

One of our DV Agency Partners shared this with us recently and permitted us to further share their experience. The DV Agency used BestyBnB to find a temporary home for a Client's two cats. The booking lasted two weeks, and the cats were able to remain together with the same BestyBnB Pet Caregiver. This was an extremely safe, comfortable, in-home situation for the cats. The total for the 14-night stay was \$115.65 (\$8.26 per night total; \$4.13 per night per cat). In a traditional boarding facility near their Agency, the total cost to board the same two cats for 14 nights, before any taxes or fees, would have been \$812.00 (\$38 for the first pet per night, and \$20 per night for the additional pet).