FOR PET PARENTS, PET HOSTS AND ADMINS · OCTOBER 2026

TripArro Pet Boarding User Manual

Finding and booking pet boarding, becoming a pet host, listings, the Pet Stay Diary, payments, payouts, plans, AI tools, reviews and WhatsApp.

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How to use this manual

- **Menu → Page** (for example **Finance → Pay now**) means a page in your dashboard's menu and a button on it.
- Fees, commission and plan prices shown are TripArro defaults. Your own are on the booking page, **Earnings** and **Plan**.
- Amounts are in Indian rupees (₹). Questions: TripArro customer care, on the website's Contact page.

CHAPTER 1

Welcome to pet boarding on TripArro

Pet parents find a safe, verified place for their dog, cat or other pet while they travel. Pet hosts earn by caring for pets in their home or facility. TripArro checks every host, takes the payment and pays the host.

This manual has a part for each kind of user. Read the part that is for you:

You are…	Read
A pet parent (guest)	Chapter 2: finding a host, booking, paying, the Pet Stay Diary, cancelling and reviews
Someone who wants to board pets	Chapter 3: becoming a pet host
A pet host	Chapters 4–9: listings, bookings, the diary, money, plans, AI tools, reviews and WhatsApp
A TripArro admin	Chapter 10: approving hosts and listings, bookings, coupons, WhatsApp templates and settings

Words used in this manual

Boarding	Your pet stays overnight with the host. Priced per pet, per night.
Daycare	Your pet spends the day with the host and goes home in the evening. Priced per pet, per day.
Listing	A pet host's page: photos, prices, which pets they take, rules and reviews.
Capacity	How many pets the host can look after at the same time. TripArro never lets more pets book than this.
Instant booking	You can book and pay straight away. Other hosts first **accept your request**, then you pay.
Pet Stay Diary	Private photos, videos and notes the host posts while your pet is staying.

Where to find it

On the website: menu → **Pet boarding**. Pet hosts: **Become a pet host** in the footer, or the **Pet boarding** page. This manual is linked in the website footer and in the pet host dashboard (**User manual**, right below Dashboard in the menu).

CHAPTER 2

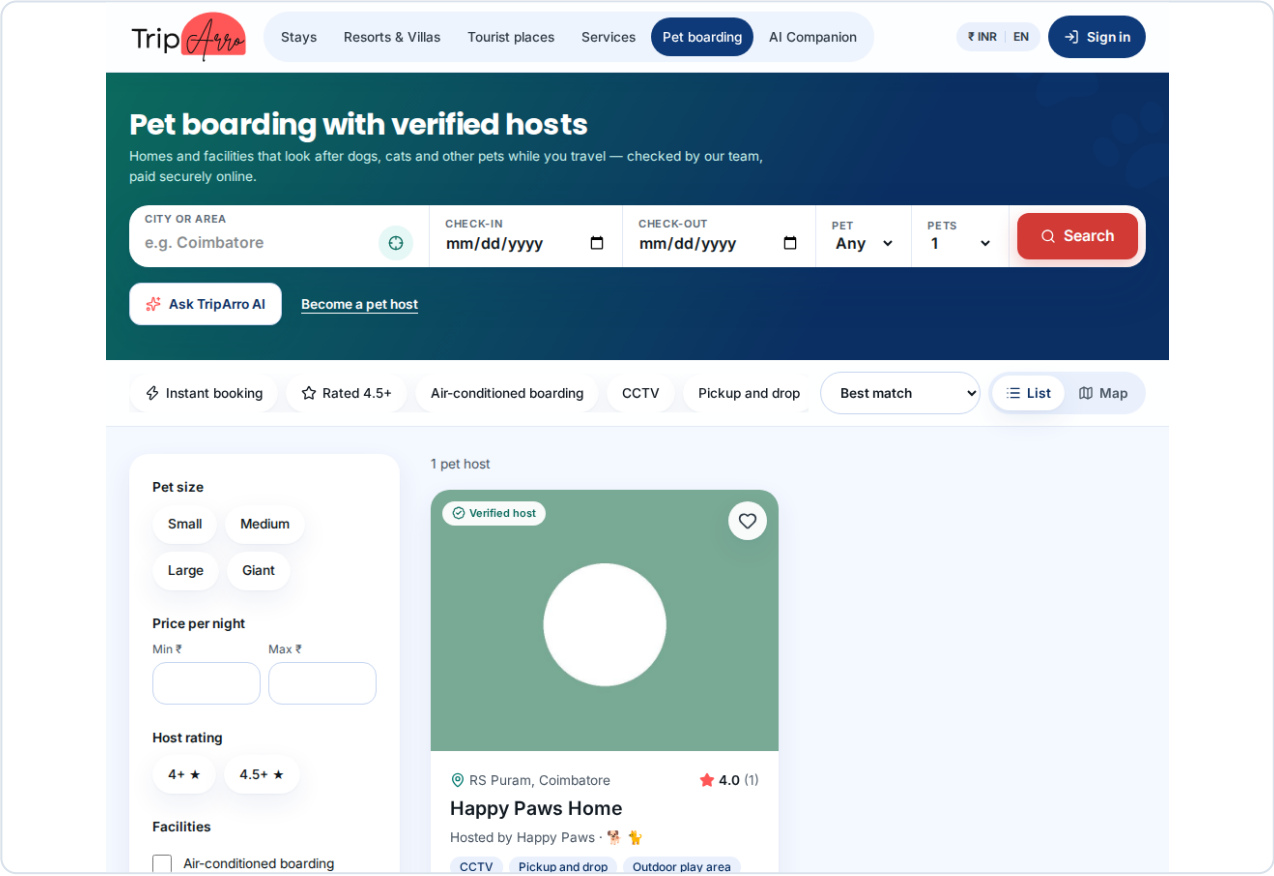
For pet parents

From finding a host to picking your pet up — every step.

Find a pet host

1. Open **Pet boarding** from the menu.
2. Type a city or tap the **location** button to see hosts near you. Choose check-in and check-out dates, the kind of pet and how many pets.
3. Narrow the list with filters: price, rating, pet size, facilities (AC, CCTV, pickup and drop, grooming, vet help, 24-hour supervision, indoor, outdoor play area, private room), instant booking, daycare, and multiple-pet discount.
4. Switch between the **list** and the **map**. The map shows the host's area; the exact address is shared only after you book.
5. Sort by best match, lowest price, rating or distance. Tap the heart to save a host for later.

> **Ask TripArro AI**
>
> Tap **Ask TripArro AI** and write what you need, for example “Boarding for my Labrador in Coimbatore under ₹800” or “Cat-friendly boarding with pickup”. The AI shows only verified hosts from TripArro, with their real prices and free places. It never makes up hosts, prices, reviews or availability, and it does not give veterinary advice.



Pet boarding search: city or your location, dates, pet type, filters, list or map, and Ask TripArro AI.

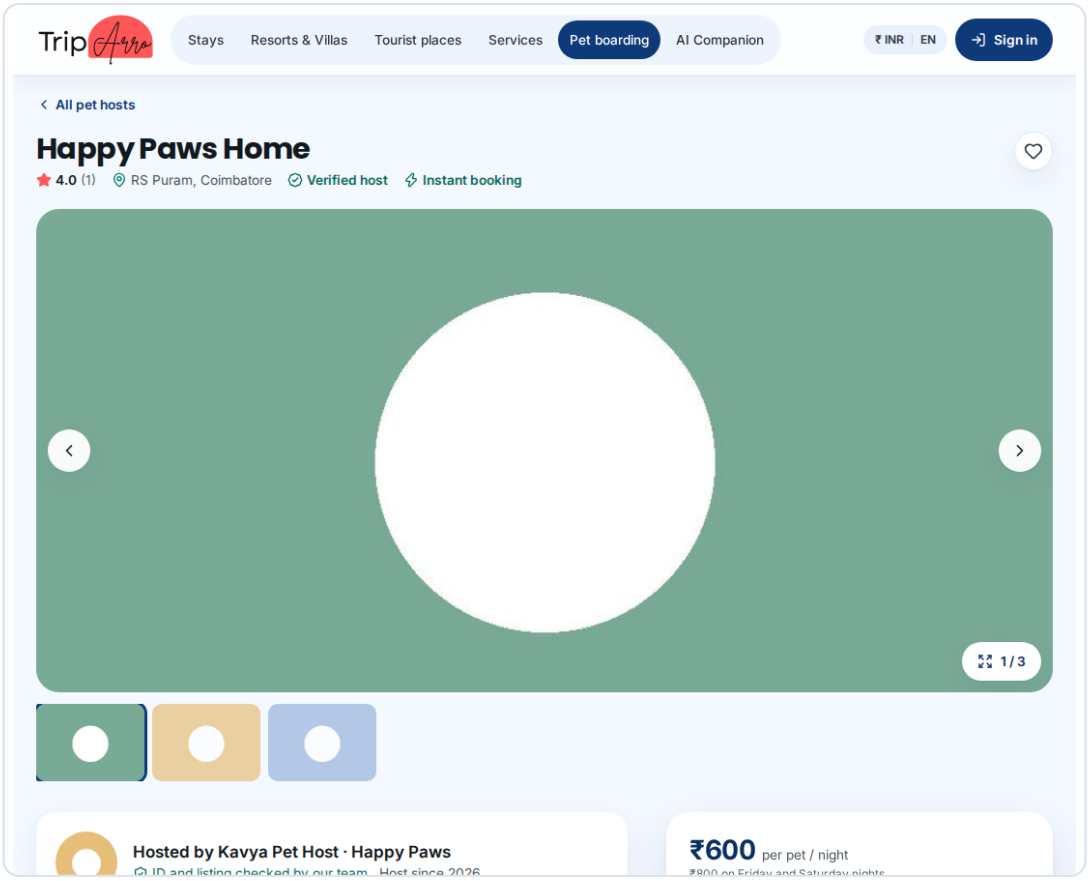
Add your pets once

Go to **My pets** (in your account menu) and add each pet: name, type, breed, size, age, weight, vaccination date, feeding instructions, allergies, medication, behaviour notes, your vet and an emergency contact. You can add a photo and the vaccination certificate. Hosts see these notes only for your bookings with them.

Book a stay

1. On the host's page, check the photos, prices, the pets they accept, the rules and the reviews. The calendar shows free places for the next weeks.
2. In the booking box, choose **Boarding** or **Daycare**, your dates and which of your pets are coming. Add extra services if you want them (for example grooming or pickup and drop).
3. The full price appears before you book: every night, any discount, extra services, the platform fee and GST. Nothing is hidden.
4. Have a coupon? Type it under the price and tap **Apply**.
5. Choose to pay in full, or a deposit if the host allows it (the rest is paid by check-in).
6. Add your mobile number and a message for the host, tick WhatsApp updates if you want them, accept the cancellation policy and book.

If the host has…	What happens
Instant booking	The place is held for you for 30 minutes. Pay within that time and the booking is confirmed.
Booking requests	The host has 24 hours to accept. Once accepted, you have 24 hours to pay. Nothing is charged before the host accepts.



A pet host's page: rating, area, verified badge, instant booking and the photo gallery (tap to zoom).

Example price

₹600 × 2 nights × 1 pet	₹1,200.00
Platform fee (5%)	₹60.00
GST on the platform fee (18%)	₹10.80
Total	**₹1,270.80**
With a 10% coupon (on the stay)	− ₹120.00 → ₹1,150.80

Fees shown are TripArro's defaults; your booking page shows the exact amounts.

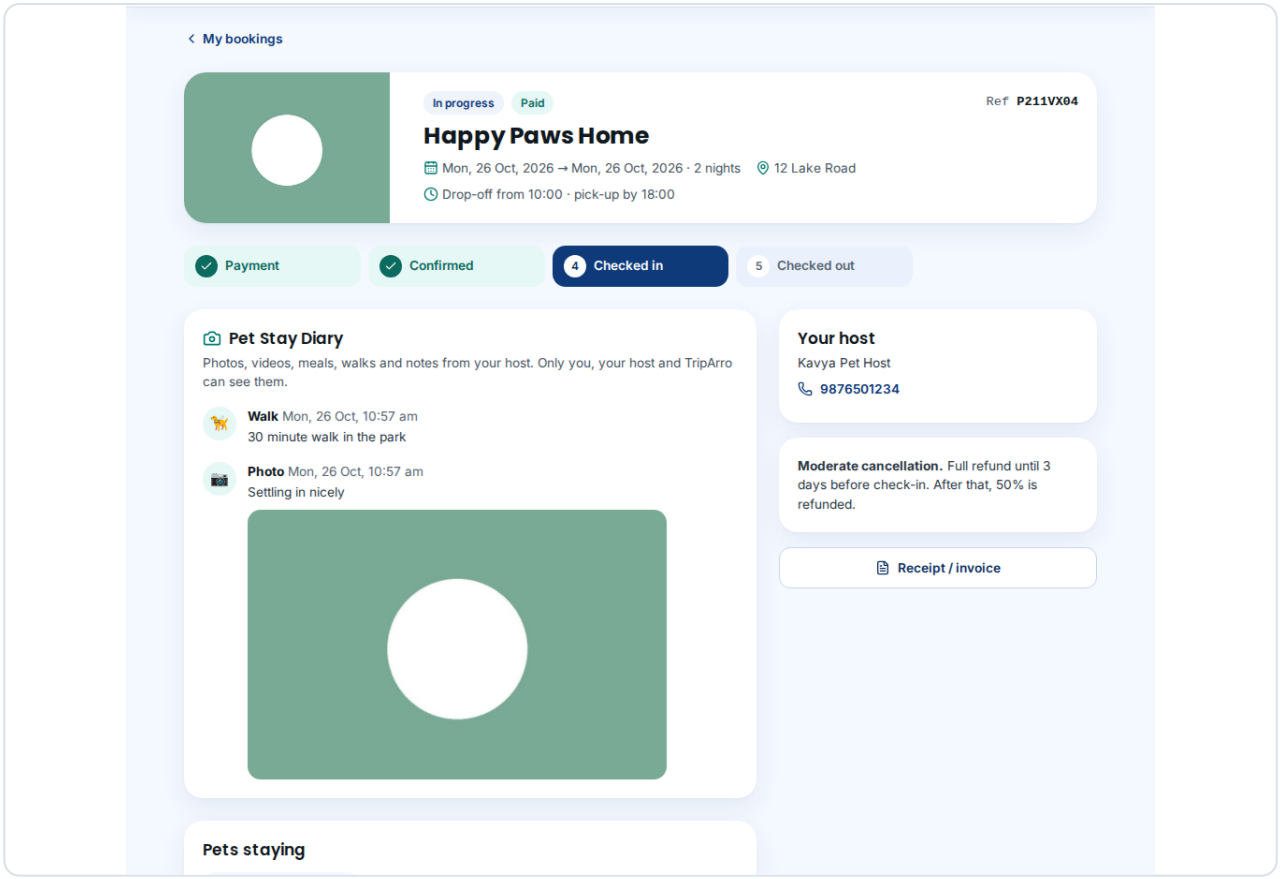
Follow your booking

Open **My bookings** → the **Pet** booking. A progress bar shows where it is:

Awaiting host approval	The host has not answered yet.
Awaiting payment	Pay before the time shown, or the place is released.
Confirmed	Paid and confirmed. You now see the host's phone number and the address.
Checked in · In progress	Your pet is with the host. Watch the Pet Stay Diary.
Checked out · Completed	Your pet is home. You can write a review.
Cancelled · Refunded	The booking was cancelled; any refund is shown here.

The Pet Stay Diary

While your pet is staying, the host posts updates: photos, short videos, meals, walks, playtime, wellbeing notes and medicines given, plus check-in and check-out photos. You get an email for each update (and a WhatsApp message if you agreed to them). Only you, your host and TripArro admins can see the diary.



Your pet booking: status, progress and the Pet Stay Diary with the host's updates.

Cancel and refunds

Tap **Cancel booking**. Before you confirm, you see exactly how much you get back under the host's policy:

Flexible	Full refund until 24 hours before check-in. After that, the first night is not refunded.
Moderate	Full refund until 3 days before check-in. After that, 50% is refunded.
Strict	50% refund until 7 days before check-in. No refund after that.

If the host or TripArro cancels, you always get a full refund. Refunds go back to the card, UPI or bank you paid with.

Write a review

After check-out, open the booking and rate **overall, cleanliness, pet safety, host communication and value for money** from 1 to 5 stars. You can add a few words and up to 4 photos. Only guests who finished a stay can review, and only once per booking — so every review is marked **Verified stay**.

Receipts

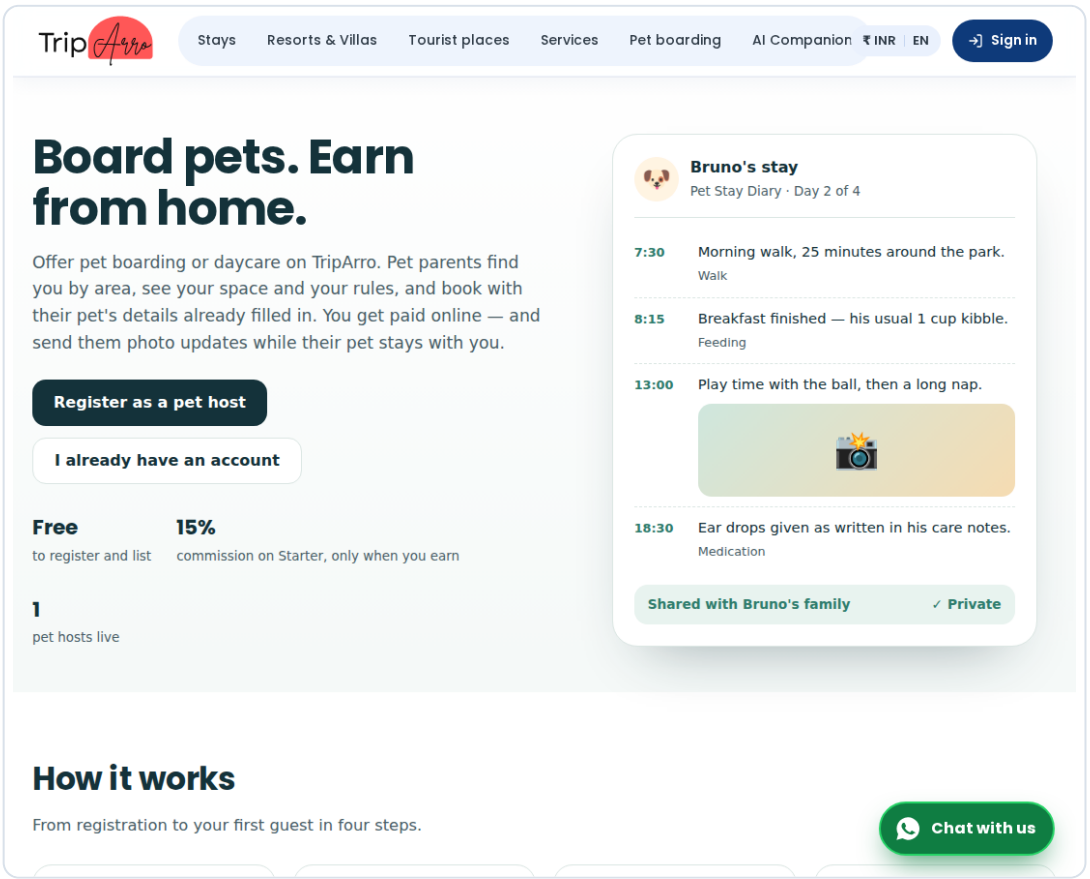
Each paid booking has a **Receipt / invoice** button with the price breakdown and GST.

CHAPTER 3

Becoming a pet host

A separate pet host account, checked by TripArro before your listing goes live.

1. Open **Become a pet host** (website footer, or **triparro.com/become-a-pet-host**). The page explains how pet boarding works, what you earn and the plans.
2. Fill in the registration form: your name, business name (optional), email, mobile, password, the address where pets will stay (pick it on the map), ID type and number, a photo of your ID, a profile photo, bank account or UPI for payouts, and an emergency contact.
3. Confirm your email from the link we send.
4. Prepare your first listing straight away. TripArro reviews your details, usually within a day, and you get an email when you are approved.



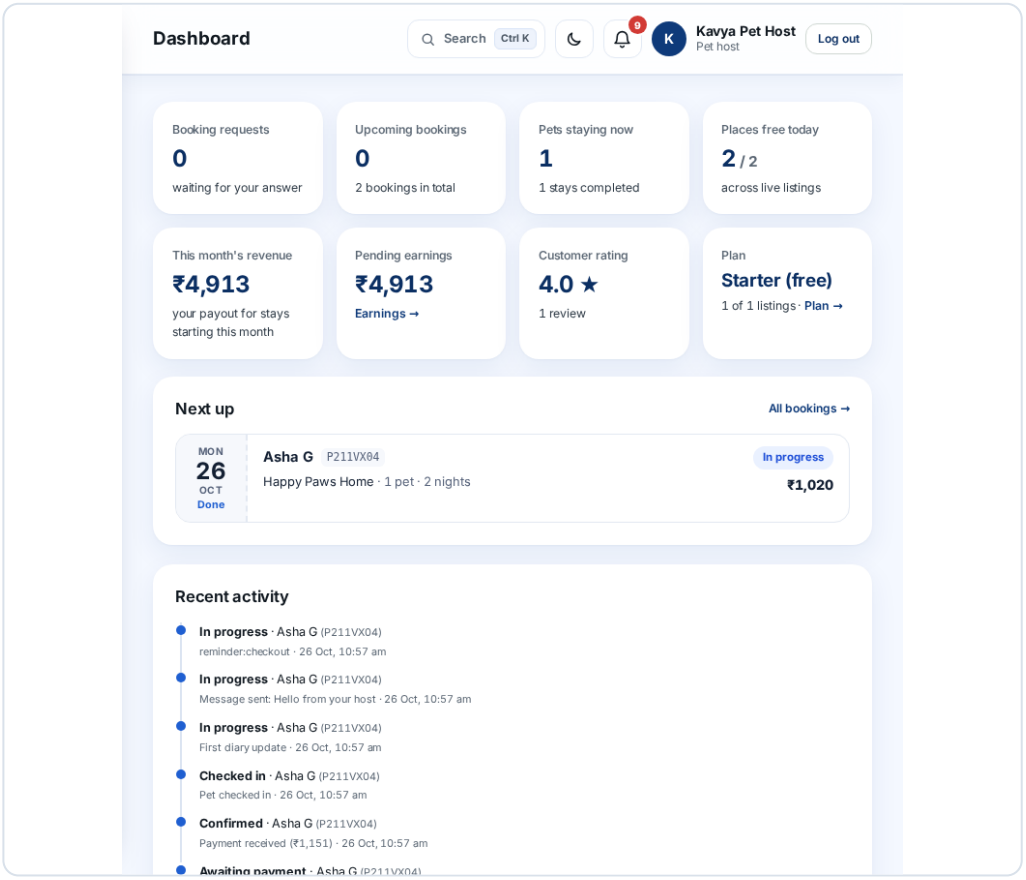
The Become a pet host page: how it works, plans, the registration form and FAQs.

Your details are protected

Aadhaar is kept masked (only the last 4 digits). Other ID numbers and bank details are encrypted. ID photos are private files that only TripArro admins can open. Your phone number and exact address are shared with a guest only after they book.

A pet host account needs its own email. If you already have a TripArro guest account, register the pet host account with another email address.

Your pet host dashboard



The pet host dashboard: requests, upcoming stays, pets staying now, earnings, rating and plan.

Menu	Use it to
Dashboard	Requests waiting for you, upcoming stays, pets staying now, this month's earnings, getting-started steps
Bookings	Accept or decline requests, check pets in and out, the Pet Stay Diary, the care summary, cancel
Availability	Close dates and see free places per day
Earnings	What you earned per booking and month, payouts, CSV download
My listings	Create and edit listings, photos, prices, pause or delete
Reviews	Read reviews, reply, and get review insights
AI assistant	Ask about your bookings and earnings; draft messages to guests
My account · Plan	Profile, bank / UPI, password; your plan and limits
User manual	This manual — right below Dashboard in the menu, and a card on the dashboard

CHAPTER 4

Your listing

A complete, honest listing gets more bookings.

1. **My listings → Add listing.** Give it a clear name and description: your home or facility, your experience, a normal day for the pets.
2. **Location:** address, area, city and PIN, and the pin on the map. Guests see only the area until they book (unless you choose to show the address).
3. **Pets you accept:** types (dogs, cats, birds, rabbits, small pets, others), sizes (small up to 10 kg, medium 10–25 kg, large 25–40 kg, giant 40 kg +), breed notes, and whether vaccination is required.
4. **Capacity:** how many pets at the same time.
5. **Prices:** price per pet per night, an optional Friday/Saturday price, a daycare price per day, a multiple-pet discount (percent off the 2nd pet onwards), and a deposit percent if guests may pay part now. Add seasonal and holiday prices on the listing's price calendar.
6. **Extra services:** for example grooming or pickup and drop — per stay, per night or per pet per night.
7. **Facilities:** tap the tiles that apply (AC, CCTV, pickup and drop, grooming, vet assistance, 24-hour supervision, indoor boarding, outdoor play area, private pet room).
8. **Rules:** check-in and check-out times, what to bring, house rules, minimum and maximum nights, and your cancellation policy (Flexible, Moderate or Strict).
9. **Booking type:** instant booking or requests you approve.
10. **Photos:** at least 3 clear photos of where pets sleep and play. Then **Submit for review**.

> **Which price is used?**
>
> For each night: a holiday price first, then a seasonal price, then the weekend price (Friday and Saturday), otherwise the normal price.

You can **pause** a listing at any time; it disappears from search but existing bookings stay. How many listings you can have depends on your plan (chapter 7).

CHAPTER 5

Availability and bookings

The calendar never double-books: every booking is checked again, with the listing locked, at the moment it is made.

Availability

Availability shows free places per day. Close dates when you are away (with an optional reason). Requests and unpaid instant bookings hold their places until they expire.

A booking from start to finish

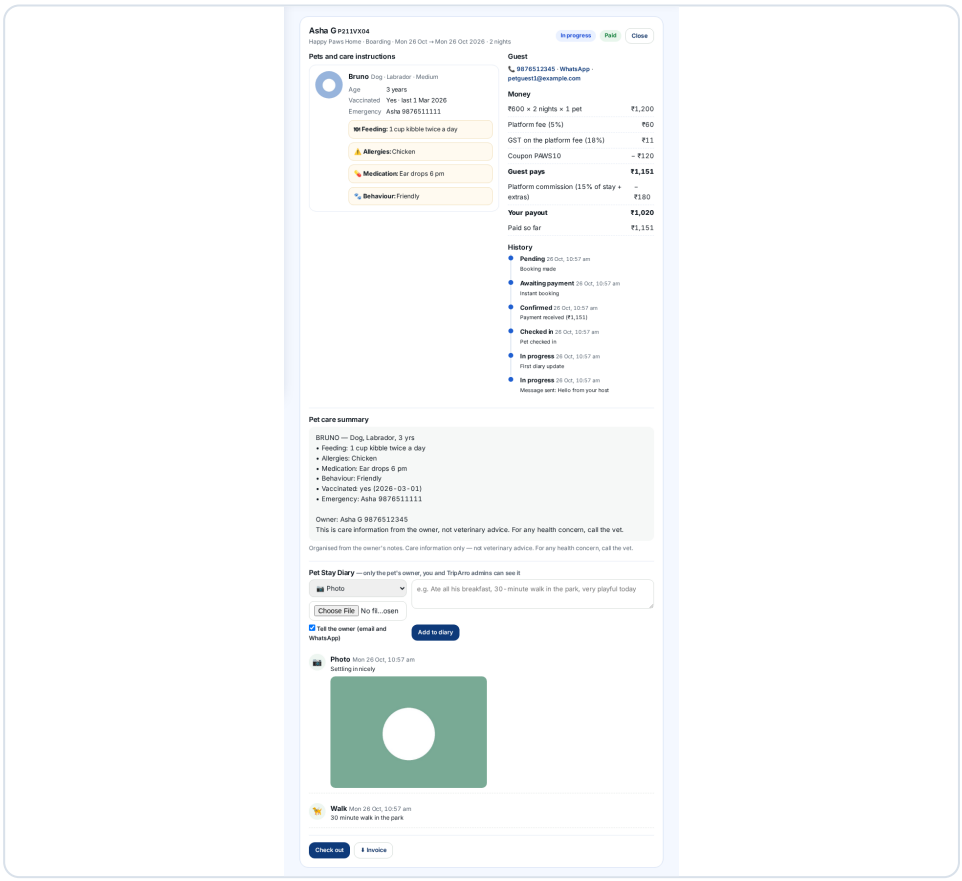
1. **Requests:** you get an email and a notification. Open **Bookings → Requests**, read the pets' details, then **Accept** or **Decline** (with a reason) within 24 hours.
2. **Upcoming:** after payment the booking is confirmed and you see the guest's phone and email. You get a reminder the day before check-in.
3. **Check in:** on the day, open the booking and press **Check in**. Post a check-in photo in the diary.
4. **During the stay:** add diary updates (see below). Use **Make the daily care sheet** for a clear feeding and medicine schedule.
5. **Check out:** press **Check out**. If the guest paid a deposit, tick **Balance received** once you have the rest.
6. **Completed:** the booking completes automatically a day after check-out (or press **Mark completed**). Your payout follows.

Pet Stay Diary

Open a booking that is checked in. Under **Pet Stay Diary** choose what the update is (photo, video, feeding, walk, playtime, wellbeing note, medication given, check-in photo, check-out photo), write a short note, attach a photo (JPG, PNG, WebP, up to 12 MB) or a short video (MP4, WebM, MOV, up to 60 MB) and press **Add to diary**. Leave **Tell the owner** ticked to send them an email (and WhatsApp, if they agreed). The diary is open during the stay and for a day after check-out.

Pet care summary

The care summary turns the owner's notes into one sheet: feeding, medicines with doses exactly as written, allergies, behaviour and emergency contacts. Without AI tokens you get the same facts, organised. It is care information from the owner, **not veterinary advice** — for any health concern, call the vet.



A booking in the host dashboard: care instructions, money, the care summary and the Pet Stay Diary form.

If you must cancel

Cancel only when you really cannot host. The guest always gets a full refund, and frequent cancellations lower your place in search. A reason is required.

CHAPTER 6

Money: fees, commission and payouts

You see your payout for every booking before you accept it.

Item	Who pays · how much (defaults)
Stay price and extras	The guest. This is your booking amount.
Platform fee	The guest: 5% of the stay and extras, plus 18% GST on the fee. It is not taken from you.
Commission	Taken from your booking amount: 15% on Starter; lower on paid plans (Basic 12%, Professional 10%, Business 8%).
Coupons	Paid by TripArro. The guest pays less; your payout stays the same.
Your payout	Booking amount - commission.

Example: 2 nights × ₹600 = ₹1,200 booking amount. Commission 15% = ₹180. **Your payout: ₹1,020.**

Payouts

- Payouts go to the bank account or UPI in **My account**.
- A payout is created when the booking is confirmed and fully paid, and is sent after the stay (TripArro's payout schedule).
- A payout is marked **paid** only when the payment gateway confirms the transfer. If a transfer fails, you see the reason and it is retried after the details are fixed.
- TripArro never debits your bank account.
- **Earnings** lists every booking with the guest's payment, commission and your payout; download it as CSV.

CHAPTER 7

Plans

Starter is free. Paid plans give more listings, lower commission, AI tools and featured placement.

Plan	Price	Listings	Commission	AI tokens	Featured	Free trial
Starter	Free	1	15%	—	No	—
Basic	₹499 / month	2	12%	—	No	—
Professional	₹999 / month	5	10%	200,000	Yes	14 days
Business	₹1,999 / month	15	8%	600,000	Yes	14 days

Prices and limits are set by TripArro admins and can change; your **Plan** page always shows the current ones (plus GST). Limits are checked on the server.

- **Free trial:** only on your first plan. Press **Try free for 14 days**; nothing is charged.
- **Featured:** featured listings appear first in search with a "Featured" label. Only plans that include it can be featured, and featuring ends when the plan ends.
- **When a plan ends:** you go back to Starter limits. Extra listings are paused, never deleted.

CHAPTER 8

TripArro AI for pet boarding

Helpful, and honest about what it knows.

Tool	What it does
Guest assistant	Turns a question into search filters and shows real, verified hosts with their real prices and free places. If nothing matches, it says so.
Host assistant	Answers questions such as “Show tomorrow's check-ins”, “Which bookings need my approval?”, “How much did I earn this month?”, “Summarise my recent reviews”. It only reads your own data.
Message drafts	“Draft a message for upcoming guests” writes a draft. You edit it, choose the guests, tick **I have checked this message** and press Send. Nothing is sent without that confirmation.
Pet care summary	A daily care sheet from the owner's notes (chapter 5). Never a diagnosis or treatment.
Review insights	What guests praise and what to improve, from your published reviews.

Rules the AI follows

It never invents availability, prices, reviews or verified badges. It cannot accept, change or cancel bookings or change prices. It does not give veterinary advice. Host AI tools use the AI tokens of your plan; without tokens you still get the same numbers as plain answers.

CHAPTER 9

Reviews and WhatsApp

Reviews

Guests are asked for a review a few hours after check-out. Your rating is the average of published reviews; nobody can edit it. Reply to every review under **Reviews** — your reply is shown on your listing. TripArro admins hide only reviews that break the rules (abuse, personal details, not about the stay).

WhatsApp updates

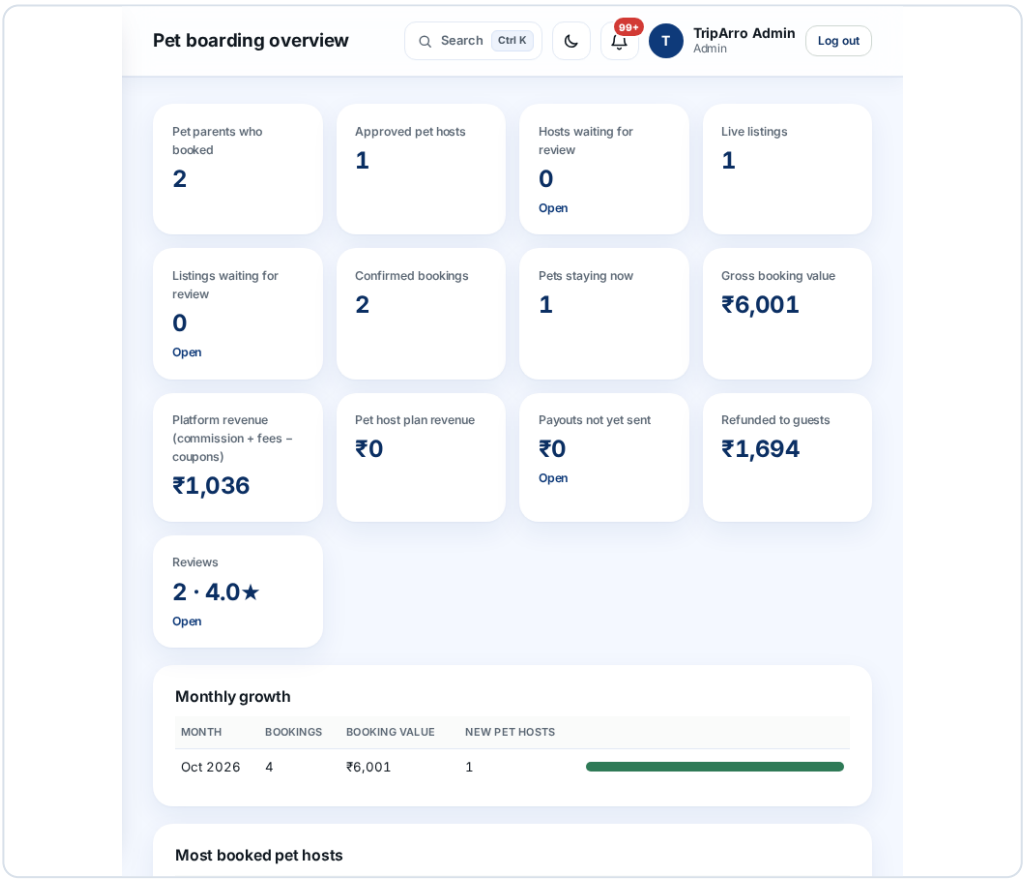
- Guests and hosts get WhatsApp messages only if they agreed ("Send me WhatsApp updates").
- Replying **STOP** turns them off; **START** turns them on again.
- Messages for events (booking confirmed, check-in reminder, diary update, review request and so on) use templates approved by WhatsApp.
- Email is always sent as well, so nothing is missed.

CHAPTER 10

For TripArro admins

Admin dashboard → **Pet boarding**.

Page	Use it to
Pet boarding overview	Pet parents, approved and waiting hosts, live and waiting listings, bookings, pets staying now, gross booking value, platform revenue, plan revenue, payouts not yet sent, refunds, reviews, monthly growth, most-booked hosts
Pet hosts	Check ID and details (documents open privately), approve, reject with a reason, suspend
Pet listings	Approve, send back, suspend, feature (only if the host's plan allows), remove photos
Pet bookings	Every booking with its history; cancel; mark refunds sent
Pet reviews	Hide or publish again, with a note; ratings update automatically
Pet coupons	Percent or amount off, highest discount, smallest booking, dates, use limit; switch on or off
WhatsApp templates	An approved template name per event, language and parameters; the webhook (callback URL, verify token, app secret — stored encrypted); opted-out numbers
Pet boarding settings	On/off, platform fee, GST, default commission, free listings, payment and approval times
Host subscriptions	The pet host plans: price, listings, commission, AI tokens, featured, free trial days
Automatic payouts	Pet host payouts with the other hosts' payouts



Admin → Pet boarding overview: the marketplace numbers and monthly growth.

Setting up WhatsApp

1. Admin → Settings → WhatsApp: the WhatsApp Business phone number ID and access token.
2. In WhatsApp Manager, create a template for each event and wait for approval.
3. Admin → WhatsApp templates: type each template's exact name, its language, and which words fill {{1}}, {{2}}… (first_name, listing, ref, date, amount, link, update, stars).
4. In Meta's app dashboard, set the callback URL and verify token shown on the page, subscribe to “messages”, and paste the app secret on the page.

CHAPTER 11

Questions and answers

Can two people book the last place at the same time?
No. The listing is locked while a booking is saved and the free places are checked again inside that lock.

I paid but the page says “Awaiting payment”.
The booking is confirmed only when the payment gateway confirms the payment. Refresh after a minute. If money was taken and the place was gone, it is refunded in full.

My payment failed.
Nothing was charged. Open the booking and pay again before the time shown. We also send one reminder.

Can I bring two pets?
Yes, if the host has free places for both. Many hosts give a discount on the second pet.

My pet needs medicine.
Write the medicine and dose in your pet's profile and bring it with you. The host follows your written instructions; they do not prescribe or diagnose.

When do I get my payout? (hosts)
After the stay, once the guest's payment is confirmed. It shows as paid only when the bank transfer is confirmed.

How do I stop WhatsApp messages?
Reply STOP to any TripArro WhatsApp message.