



Hearth & Paw Pet Care Client Welcome Packet

HEARTH & PAW PET CARE

Contract & Policies

Client Information Form

Pet Owner's Name: _____

Address: _____

City, State, Zip: _____

Contact Number(s): _____

Will you be available for me to contact while your pet is in my care? Yes [] No []

Email: _____

Emergency Contact: _____

Allow this contract to be valid for future dates of pet care: Yes [] No []

Start Date: _____ End Date: _____

Time of visits: _____

PLEASE KNOW that the TIME of VISITS will RANGE WITHIN the HOUR AGREED.

Services and Pricing

Service	Options	Price
Dog Walking	30 min / 60 min / Additional dog (same household)	\$35 / \$60 / +\$10
Cat Care Visits.	30 min cat care / 45 min cat care / Includes litter cleaning, feeding, water refresh, enrichment, and affection (if wanted by the cat, of course)	\$35 / \$45
Combo Visit (Cat Care plus Dog Walk)	60-75 min combo visit / Cat care plus one dog walk in the same household	\$65-\$75
In-Home Pet Sitting (Hourly)	\$50 per hour (2-hour minimum, \$100 minimum visit) / Additional dog +\$15 per dog / Includes feeding, potty breaks, companionship, light home care / Best for pets needing presence but not overnight stays	\$50/hr
Overnight Pet Sitting (In-Home Stay)	7pm-7am overnight care (at client's home or sitter's home, case-by-case basis) / Includes evening routine, overnight presence, morning care, potty breaks / \$5 discount on check-in visits throughout the day with overnights	\$140
Doggy Daycare	8am-5pm / Mini-Daycare 3 hrs or less / Additional dog (same household)	\$95 / \$60 / +\$15
Additional Pets	Small pets (cats, rabbits, etc.) / Additional dogs / Complex multi-pet homes may adjust slightly based on care load	\$5-\$10 per visit / \$10-\$15 per dog per visit or walk
Pet Taxi Service	Transportation to grooming, vet visits, or other pet appointments / Local drop-off	\$35 flat / \$50 per hour / \$10-\$15

	≤ 5 miles / Vet/grooming transport plus wait time (1-hour minimum) / Additional stop	
Holidays	NYE, NY Day, Easter, Memorial, Labor Day, 4th July, Thanksgiving, Christmas Eve & Day	2x PRICE
Total	Payment Methods: Cash - Check - PayPal - VENMO	_____

Important Service Notes

- Holiday rates may increase due to peak demand and travel difficulty
- Snow conditions may affect timing and scheduling flexibility
- All services are in-home, personalized, and limited in availability
- Last-minute bookings may include a surcharge of \$10-\$25

House key [] Code provided []

NOTES: _____

Pet Information

Pet 1

Pet Name: _____ Animal: _____

Breed: _____ M/F

Age: _____ Colors: _____ Weight: _____ Fixed? Y/N

Mark Pet's General Behaviors:

☐ FRIENDLY	☐ SOCIAL	☐ OK TO GIVE TREATS
☐ SHY/HIDES	☐ ESCAPES	☐ MY TREATS ONLY PLEASE
☐ Barks "hi!"	☐ LOVER	☐ SENSITIVE STOMACH (no treats)
☐ LIKES TO PULL	☐ DOESN'T DO WELL WITH OTHER DOGS	☐ DOESN'T SHARE FOOD WELL
☐ WALKS GOOD ON LEASH		

Feed _____ Cup(s) of kibble: ☐ 1x ☐ 2x ☐ 3x daily Other:

Feed _____ Can(s) wet food: ☐ 1x ☐ 2x ☐ 3x daily Other:

Food Supplies will be located:

Allergies or Medications:

NOTES:

Additional pet profile forms available for up to 4 pets

Pet 2

Pet Name: _____ Animal: _____

Breed: _____ M/F

Age: _____ Colors: _____ Weight: _____ Fixed? Y/N

Mark Pet's General Behaviors:

☐ FRIENDLY	☐ SOCIAL	☐ OK TO GIVE TREATS
☐ SHY/HIDES	☐ ESCAPES	☐ MY TREATS ONLY PLEASE
☐ Barks "hi!"	☐ LOVER	☐ SENSITIVE STOMACH (no treats)
☐ LIKES TO PULL	☐ DOESN'T DO WELL WITH OTHER DOGS	☐ DOESN'T SHARE FOOD WELL
☐ WALKS GOOD ON LEASH		

Feed _____ Cup(s) of kibble: ☐ 1x ☐ 2x ☐ 3x daily Other:

Feed _____ Can(s) wet food: ☐ 1x ☐ 2x ☐ 3x daily Other:

Food Supplies will be located:

Allergies or Medications:

NOTES:

Pet 3

Pet Name: _____ Animal: _____

Breed: _____ M/F

Age: _____ Colors: _____ Weight: _____ Fixed? Y/N

Mark Pet's General Behaviors:

☐ FRIENDLY	☐ SOCIAL	☐ OK TO GIVE TREATS
☐ SHY/HIDES	☐ ESCAPES	☐ MY TREATS ONLY PLEASE
☐ Barks "hi!"	☐ LOVER	☐ SENSITIVE STOMACH (no treats)
☐ LIKES TO PULL	☐ DOESN'T DO WELL WITH OTHER DOGS	☐ DOESN'T SHARE FOOD WELL
☐ WALKS GOOD ON LEASH		

Feed _____ Cup(s) of kibble: ☐ 1x ☐ 2x ☐ 3x daily Other:

Feed _____ Can(s) wet food: ☐ 1x ☐ 2x ☐ 3x daily Other:

Food Supplies will be located:

Allergies or Medications:

NOTES:

Pet 4

Pet Name: _____ Animal: _____

Breed: _____ M/F

Age: _____ Colors: _____ Weight: _____ Fixed? Y/N

Mark Pet's General Behaviors:

☐ FRIENDLY	☐ SOCIAL	☐ OK TO GIVE TREATS
☐ SHY/HIDES	☐ ESCAPES	☐ MY TREATS ONLY PLEASE
☐ Barks "hi!"	☐ LOVER	☐ SENSITIVE STOMACH (no treats)
☐ LIKES TO PULL	☐ DOESN'T DO WELL WITH OTHER DOGS	☐ DOESN'T SHARE FOOD WELL
☐ WALKS GOOD ON LEASH		

Feed _____ Cup(s) of kibble: ☐ 1x ☐ 2x ☐ 3x daily Other:

Feed _____ Can(s) wet food: ☐ 1x ☐ 2x ☐ 3x daily Other:

Food Supplies will be located:

Allergies or Medications:

NOTES:

Read, Initial and Sign

_____ All of my pets are up to date on their vaccinations and veterinary exams.

_____ I understand that Hearth and Paw Pet Care promises to love my pet(s) and make sure they are in a happy and safe environment. In return, I understand and agree that they will not be liable for any problems which may develop, either in my home or during a walk. I understand they will provide reasonable care and precautions will always be followed. I hereby release them from liability of any kind whatsoever arising from my pets care.

_____ My pet(s) have not shown any aggressive/threatening behavior towards any people, dogs, cats or other animals OR I have already discussed any of my pet(s) aggression/threatening behavior with my pet sitter.

_____ I agree to pay the full amount for pet care services at our meet and greet OR I will leave the full payment at my home on the first day of pet care.

_____ I will pay a dollar 30 fee for any returned or bounced checks.

_____ I will notify my pet sitter of any cancellations within 24hrs (48 hrs on holidays) of pet care service dates, or I will be responsible to pay for the first day of scheduled pet care.

_____ I will notify my pet sitter upon my return or they will continue to visit my pet(s) until communication is established. I will be responsible for paying for the extra pet care visits, or any visits cancelled due to early return or early cancellation of contract.

_____ I will provide a working house key or code for my pet sitter. They will maintain it in a secure location while maintaining my confidentiality.

I understand Hearth and Paw Pet Care's pet sitting rules without any exceptions:

1. There will not be "every other day pet sitting visits" for ANY pet.
2. I will not disregard any other pets in household; all pets will be cared for.
3. The time of visits will NOT be "set in stone." An agreeable time range will be established for the pet care visits.
4. Dogs being cared for that do not have outside access to a safe yard to go potty will require a minimum of 3-4 daily visits, NO LESS.

_____ I am the pet owner and I have fully read all of Hearth and Paw Pet Care's policies and rules.

Pet owner's signature: _____

Pet Owner's Printed Name: _____ Date: _____

Pet Sitter's Signature: _____

Pet Sitter's Print Name: _____ Date: _____

Information for You to Know

What are the advantages of a pet sitter (over other pet-care options)?

- Pets are happier and experience less stress at home in their familiar environment.
- Diet and exercise routines are uninterrupted.
- Travel trauma for both owner and pet is eliminated.
- Pet's exposure to illness is minimized.

What does a pet sitter do?

Pet sitters care for clients' pets in the clients' home. Pet owners often use pet sitters when they go on a vacation, travel for business, work long hours, or when they are too sick or injured to care for their pet(s).

Pet sitters often offer more than one pet-sitting visit per day, and some pet sitters offer overnight stays as well.

During the pet-sitting visits, pet sitters perform a variety of tasks, including:

- Feeding the pets and changing their water bowls daily
- Providing exercise, play time and affection (may include walking the dog)
- Cleaning litter boxes and cleaning up any other pet messes
- Administering pet medications, if needed
- Providing lots of TLC!

Pet sitters also often bring in mail or newspapers, alternate blinds and porch lights to give the home a "lived-in look" if the owners are away. Pet sitters may also perform other tasks as requested by the pet owners, such as watering plants or rolling out garbage cans for pick up.

Important Checklist for Me and Your Pet ✓

- ☐ Call the vet now and leave a credit card number on file in case of an emergency.
- ☐ Leave everything I may need in one general area, if possible. Or leave me a list with directions.
- ☐ For long absences, have a radio available for noise, or let me know what tv I can leave on for your pets comfort.
- ☐ Be sure your pets have their collars on with up-to-date name tags
- ☐ Please have your pets approved treats, chew bones and toys to play with.
- ☐ Leave your pets brush out for me to use if they like being groomed.
- ☐ Pet towels, paper towels, carpet cleaning supplies and cleaning rags.
- ☐ If providing an extra key, make sure it works.
- ☐ Leave a key for a neighbor if possible in case of an emergency.
- ☐ For visits after dusk, let me know what lights I can turn on.

Other Suggestions

- ☐ Off-limit rooms doors are closed
 - ☐ Trash is secured
 - ☐ Fence/yard secured and locked
 - ☐ All doors and windows locked
 - ☐ Alarm company alerted
 - ☐ All appliances off/unplugged
 - ☐ Washer and drying machines closed
 - ☐ Everything out of pets reach
 - ☐ Stop/hold mail or newspaper delivery
 - ☐ Please leave me any last minute notes or text me at anytime!
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Veterinary Hospital Release Form

Pet Care Release Form

Owner(s) Name: _____

Pet's Name: _____

Name and Contact of Authorized Pet sitter: Hearth and Paw Pet Care - _____

In my absence, I give the above mentioned person permission to bring my pet in and authorize treatment up to the amount of \$_____. I understand the hospital will attempt to contact me before further treatment is administered. I agree to be fully responsible for any and all charges incurred and that payment is due in full upon my return.

I, _____ authorize Hearth and Paw Pet Care to make end of life decisions for my pet, _____ if deemed appropriate by the veterinarian on duty in case of an emergency and I CAN NOT be reached.

Dates Valid: _____

{ } Applies to future dates, until further notice.

Owner's Signature: _____ Date: _____

Phone number(s) owner can be reached in case of emergency:
