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Paws n Tails Pet Services

**New Client Packet**

**Thank you for choosing Paws n Tails Pet Services!**

**Instructions:**

Please print one copy of the New Client Packet, and complete using a pen. This packet can be printed one-sided or two, in black & white or color.

**The New Client Packet includes:**

- Legal Considerations (Sign and return)

- Veterinary Instructions & Release (Fill in amount, sign and return)

* Pet Information Form (Print one copy for each pet; each form is 2 pages, and return)

Please complete one Pet Information Form for each pet, litter, or fish tank.

* Service Request (Fill out and print one for each trip or service period, sign and return)
* Home Guide & Contact Information sheets for your Pet Sitter to complete

**Have These Items Ready for the Initial Interview:**

1. Your signed documents
2. A key. We will provide a keychain and a code (no name will be put on your key)
3. A 2nd key that we can code with permanent ink (we can make this complementary spare).
4. Emergency contact information for yourself, and 2 other contacts
5. List of items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc)
6. Veterinary contact & medical information (allergies, conditions).
7. Trip information, including Hotel and if you plan to have visitors while away.

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| Paws n Tails Pet Services Rates and Services Description  |
|  **VISIT TYPE RATE (PER VISIT)** **Meet and Greet** FREE**Drop in Visits (30 min)** $20**Dog walking (30 min)** $20**Extended visit (up to 2 hours)** $10 extra added to initial visit. Additional time might add to overall amount. **Overnight (at your home).** $85 (8 hours +) **Transportation** $30 per pet + $1 each mile over 6**Cat visits $10****Pet Report Card** FREEIf you need services for when out of town, and require several drop ins a day, here’s the fee schedule:**1 visit - $20****2 visits - $30****3 visits - $40****4 visits - $50** **Fees****Late Payment** $2**Holidays (per visit)** $10 **Multiple pets (over 2) a visit** $2**Visits over** Holidays consist of: New Year’s Eve & New Year’s Day, Good Friday, Easter Sunday, Memorial Day, Independence Day, Thanksgiving Day, Christmas Eve & Christmas Day.Please schedule **adequate time to provide the services requested**.  If your pet or home needs more time than scheduled, it will be added as needed and billed to you. Nail clippings, yard pickup, watering and other average tasks are included in base price.  More difficult tasks are $3-$6 extra per 30 minutes.  | *Specials*Initial Booking Consultation 30-90 minutesAt this visit we can complete the necessary paperwork, answer questions, transfer keys, and tour your home while discussing detailed instructions on how to care for your pets. This required meeting will be scheduled at least **24 hours** prior to service. Drop in visit Minimum 30 MinsI provide love, companionship, play, and more! Water, food (if requested), treats, administering of meds, and playtime are the cornerstone of my services! At the time of the visit, or during the course of the day, I make sure to send pictures or videos of your pets playing, relaxing, or at any time! These of course, are complimentary! I also pet-sit cats! They require a little less time, but NO less love and attention! Dog Walking 30 MinsWe will exercise, we will have fun, and we will bond! I have knowledge of various collars and leads. Safety is my #1 concern! At meet and greet, we will discuss what your pet(s) preferences and thresholds are to other people, other pets, and how far, long you prefer them to walk. Waste is always cleaned up. At the time of the visit, or during the course of the day, I make sure to send pictures or videos of your pets playing, relaxing, or at any time! These of course, are complimentary!Extended Visits Over 30 min-2 hours There are occasions where staying longer during visits are necessary, and discussion during meet and greet can address the amount of time needed, along with fee amount. Overnight Visits 8 hours Transportation For those times it is difficult to get your pet to and from the vet, daycare, or home. Pet owner must provide car travel transport equipment if pets are to be restrained in vehicle in a certain way. Important Terms**Payment** is due before service starts. A separate **signed & completed Service Request** is also due for each service, before each service starts.  With permission you may leave a check in full and the completed Service Request for the first visit. However, **your pet sitter must leave your home** without providing any service if you forget either item.  **Refunds & Cancellations** **Holiday** Payment in full is charged (no refunds)**0-48 Hrs** Payment in full is charged (no refunds)**2-7 Days** 20% of Service total is due (80% refund)**8+ Days** No charge, refund in full |

**Welcome Visitors & Emergency Personnel:**

Our pets are being cared for by a professional who comes in at various times during the day. Please help us provide the best care for our pets by following these special pet care guidelines:

* **If a pet escapes, is injured or ill, or is having any issues please call the pet sitter asap**. The pet sitter does have our emergency contact numbers. In the case of severe injury, please take our pet to the emergency vet clinic.
* Please make it obvious that you are here: park in the front, tape a note to the door, and listen for visitors. The police may be called on unexpected visitors. Always carry ID with you.
* Please **do not feed the pets** or give them **any** treats, even nibbles, unless instructed to do so.
* Please return the radio, tv, lights, windows, doors, fans, and locks to their original settings.
* **Leave a note** before you leave each and every visit. A sheet may be provided. Details can be very brief, but please do mark down if



* + Pet was fed treats or food
	+ Pet was given water
	+ Plants were watered
	+ Pet received a hard workout
	+ Pet went potty, and what time
	+ Any accidents were cleaned up

Also, please mark down your name, arrival and departure times, and any future visits.

* Locate each pet, and check to see that no pets have escaped out the door or into a forbidden area (such as a closet) each time before you leave.

***Forbidden*** *Areas & Closed Doors:*

 *Areas that MUST remain* ***accessible*** *to pet:*

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| **Owner:** |  | **Emergency #** |  |
| **Pets:** |  | **Emergency Contact Info:** |  |
| **Pet Sitter:** | **Elesha High****214-210-3253 (work)****817-401-1179 (cell)** | **Other notes:** |  |

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# Suggested Leave-Out Checklist

Copy of Service Request, Completed and *Signed*

Muddy Paw Towels or Rags

Paper Towels – 2 rolls

Can Opener & Spoon
Watering Can, Plants (waterproof surface)

Leashes & Harnesses
Medicines, Injection Materials
Name tags, Amount tags on feeding bins

Reminders & Changes

Broom, Dustpan & Vacuum
Carpet Spot Cleaner or Cleaning Machine
General Cleaner
Favorite Toys, Kongs

Brushes & Clippers

Treats & Chew toys

Remote Controls for TV or Stereo

Garbage / Litter bags

Extra Litter, Litter Scoop, Pooper Scooper

Additional Contact #’s (Hotel)

Pencil or Pen

Any special last visit notes (leave key, etc).

**Communication:**

Communication is important! Feel free to contact us to check up on your pets at any time. We try to return all calls and texts the same day, usually by 4:00 pm. We also provide visuals such as pictures, or videos of your pets!

**Keys:**

If you would like the pet sitter to leave your key or remote on the last visit, please leave a note reading “**Leave Key**” with the date and time of the last visit as well as instructions on how to secure the house without the key.

Remember, if we return the key you will not be able to request additional visits if your return is delayed. Leaving the key or having us securely store it is free. Transferring the key again in the future does incur an additional fee. This includes drop-off, pick-up, or mailing done by either the sitter or the client.

Enjoy your time away!

Elesha High

# Paws n Tails Pet Services

214-210-3253

elesha@pawsntailspetservices.com

http://[www.pawsntailspetservices.com](http://www.pawsntailspetservices.com)

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| color_logo_transparent.pdf |  **Paws n Tails Pet Services –** Legal Considerations - **CLIENT COPY-**  |

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

* A **signed Service Request** must be provided to your sitter before service is provided for any period.
* Deposit in full is due at time of reservation. **Reservations are not held** until payment in full is received by Paws n Tails Pet Services or special arrangements are agreed upon by both parties in writing. A $2 per visit late charge will be assessed to service that is not paid in advance. Reservations for not yet cleared PayPal payments will be honored.
* There will be **a $20 service charge** for each returned check.
* Unpaid service may be canceled without notice, including prior to or during the service period.
* Cancellation Charge Schedule effective 11/15/2018 (% applies to entire service period total):
	+ - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
		- **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
		- **8 days** prior to service or more: No charge, refund in full.
* Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled including travel time. Clients will not have to pay for scheduled Special Services not performed.
* Paws n Tails Pet Services is not responsible for wilted, dead or otherwise unhealthy plants. Paws n Tails Pet Services will work hard to follow your written directions as precisely as possible with regards to plants but cannot be responsible if the results are not favorable. ***Please place******all indoor plants together on a waterproof surface*** *in plain sight*, as your pet sitter is not responsible for water damaged areas or missed plants.
* Paws n Tails Pet Services is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Paws n Tails Pet Services within 14 days.
* Paws n Tails Pet Services is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. Paws n Tails Pet Services agrees to remain fully insured through PSA or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding. Paws n Tails Pet Services accepts no responsibility for security of the premises or loss if other individuals have access to a client’s home, or if the home is not properly secured.
* All other individuals that visit the home will leave a log of their visit.
* Paws n Tails Pet Services is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Paws n Tails Pet Services will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter’s physical person, or be properly stored an undisclosed location. Paws n Tails Pet Services subscribes to insurance coverage through PSA for lost key lock replacements.
* Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with “Visiting” pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).
* The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.
* Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches prior to departure. Paws n Tails Pet Services will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors, as a result of Pet Owner failure to perform above.
* Paws n Tails Pet Services is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, the company is not responsible for the health/well-being of the animal.
* Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc.) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Paws n Tails Pet Services within 14 days for all purchases made.
* Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Paws n Tails Pet Services, in the event of a claim by any person injured by the Pet.
* It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather-related event, crisis, or “code red.” Alternate arrangements need also be made if inclement weather prevents Pet Sitter from getting to and from Pet Owner’s home safely. Paws n Tails Pet Services will definitely try to see to your pet’s safety/care should such events occur but cannot guarantee it.
* Future Services: I authorize this contract to be valid approval for services so as to permit Paws n Tails Pet Services to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
* Paws n Tails Pet Services reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion determines that Owner’s pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, the Owner authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Owner.
* Paws n Tails Pet Services agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by Paws n Tails Pet Services, will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
* Client agrees to notify Paws n Tails Pet Services of any concerns within 24 hours of return.
* This agreement is valid from the date signed and replaces any prior Legal Considerations agreements. Client agrees to any future Paws n Tails Pet Services term changes relayed *verbally to the client*, mailed or emailed in writing to the client, orposted on our website in the forms section.
* The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_