



Paws n Tails Pet Services LLC

New Client Packet

Thank you for choosing Paws n Tails Pet Services LLC!

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 (contract can be sent via email prior to first day of service, or left out at home when you leave):

1. Your signed documents
2. A key.
3. Emergency contact information for yourself, and 2 other contacts
4. List of items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc.)
5. Veterinary contact & medical information (allergies, conditions).
6. Trip information, including Hotel and if you plan to have visitors while away.

| VISIT TYPE | RATE (PER VISIT) | |
|--|---|--|
| Meet and Greet | FREE | Meet and Greet 30-90 minutes |
| *Peak times such as summer, spring break, and holidays are extra. | | At 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 Visits (30 min) | \$20 | |
| Dog walking (20-30 min) | \$20 | |
| Extended visit | \$30. Additional time might add to overall amount. | Drop in visit (per 2 pets additional pet \$2) Minimum 30 Mins |
| Overnight (at your home) | \$85 (8 hours +) | I 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! |
| Transportation | \$35 flat rate per 2 pets (additional pets \$2) Wait time (groomer vet office) extra. | Dog Walking (per 2 pets additional pet \$2 per walk) 30 Mins |
| Pet Report Card | FREE | We 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! |
| If you need services for when out of town, and require several drop-in visits a day, here's the fee schedule: | | Extended Visits (per 2 pets additional pet \$2 per visit) 45 min-60 min |
| 1 visit - \$20 | | 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. Each additional hour is \$10. |
| 2 visits - \$35 | | Overnight Visits 8 hours |
| 3 visits - \$50 | | Transportation |
| 4 visits - \$65 | | 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. |
| | Fees | Important Terms |
| Late Payment | \$2 | Payment is due before, or on day of service through invoice, check, or cash. |
| Holidays (per visit) | \$10 | Holiday Refunds & Cancellation policy |
| Multiple pets (over 2) a visit | \$2 | 0-48 Hrs Payment in full is charged (no refund) |
| Over 5 pets (per visit) | \$5 | 2-7 Days 20% of Service total is due (80% refund) |
| Holidays consist of: New Year's Eve & New Year's Day, Easter Sunday, Memorial Day, Independence Day, Thanksgiving Day, Christmas Eve & Christmas Day. | | 8+ Days No charge, refund in full |
| 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. More difficult tasks are \$3-\$6 extra per 30 minutes. | | Non-Holiday Refunds and Cancellation policy |
| *Amount could vary. | | Less than 24 hrs Payment in full is charged (no refund) |
| *Multiple medications, and special circumstances occasionally require more time, prep, and depend on the pet, their age, and health. | | 24 hr + You won't be charged. If paid, it will be refunded |



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:

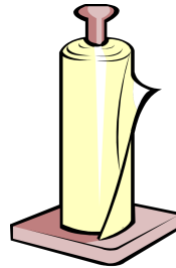
| | | | |
|--------------------|--|--------------------------------|--|
| Owner: | | Emergency # | |
| Pets: | | Emergency Contact Info: | |
| Pet Sitter: | Elesha High 214-210-3253 (business #) 817-401-1179 (cell) | Other notes: | |

Paws n Tails Pet Services LLC

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 LLC
214-210-3253 Cell# 817-401-1179
elesha@pawsandtailspets.com
<http://www.pawsandtailspets.com/>



Paws n Tails Pet Services LLC – 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.
- Full payment is required 1 week prior to services. **Holiday visits require payment in FULL at time of booking. No exceptions.** A \$2 per visit late charge will be assessed to services if not received 1 week prior.
- 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: NO REFUND
 - **2-7 days** prior to service: 20% of service total is refunded.
 - **More than 1 week** 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 LLC is not responsible for wilted, dead or otherwise unhealthy plants. Paws n Tails Pet Services LLC 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 LLC 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 LLC within 14 days.
- Paws n Tails Pet Services LLC 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 LLC 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.
- Paws n Tails Pet Services LLC 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 LLC 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 LLC subscribes to insurance coverage through PSI 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 LLC 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 LLC 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 LLC, 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 LLC 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 LLC 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 LLC 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 LLC, 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 LLC 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 LLC term changes relayed *verbally to the client*, mailed or emailed in writing to the client, or posted 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: _____