



Small Animal Pop-In Visit Client Intake Form



Owner Information

Full Name:

Address:

Postcode:

Mobile:

Email Address:

Emergency Contact

Name:

Number:

Relationship to owner:

Pet Information

Pets Name:

Species

☐ Rabbit

☐ Guinea Pig

☐ Hamster

☐ Gerbils

☐ Fish

Age:

Gender: ☐ Male ☐ Female

Health & Veterinary Information

Veterinary Practice Name:

Vet Phone Number:

Vet Practice Address:

Medical Conditions / Allergies:

Current Medications (dose & instructions):

Medications

Does your pet receive medication?

☐ Yes ☐ No

If yes:

Pet Name: Medication Dosage Frequency Administration Method

Emergency Veterinary Authorization

In the event of a medical emergency and I cannot be reached, I authorize the pet sitter to seek veterinary care for my pet(s).

☐ Yes ☐ No

Maximum amount authorized for treatment: £

Signature:

Behaviour & Personality

Temperament:

☐ Friendly

☐ Shy

☐ Nervous

☐ Easily Stressed

☐ Likes Handling

☐ Prefers Not to Be Handled

☐ Other:

Favourite Hiding Places:

Handling Instructions:

Known Fears or Stress Triggers:

Special Care Requirements:

Home Access Information

Preferred Method of Entry:

☐ Key ☐ Lockbox ☐ Door Code ☐ Other

Alarm Instructions (if applicable):

Where should the dog be left after walks?

Towel/Paw Cleaning Needed After Walks? ☐ Yes ☐ No

Visit Details

Dates of Service:

Number of Visits Per Day:

Preferred Visit Times:

☐ Morning

☐ Afternoon

☐ Evening

Length of Visit:

☐ 15 minutes

☐ 30 minutes

☐ 45 minutes

☐ Other:

Feeding Instructions

Food Type/Brand:

Feeding Schedule:

Portion Sizes:

Fresh Vegetables/Fruit Required: ☐ Yes ☐ No

If yes, details:

Treats Allowed: ☐ Yes ☐ No

Instructions:

Water Care

☐ Refresh water bottle(s)

☐ Refresh water bowl(s)

Location of spare supplies:

Housing & Cleaning

Type of Enclosure:

☐ Hutch

☐ Cage

☐ Vivarium

☐ Run

☐ Other:

Enclosure Location:

Bedding/Substrate Type:

Spot Cleaning Required: ☐ Yes ☐ No

Full Clean Required During Booking: ☐ Yes ☐ No

Instructions:

Cleaning Supplies Location:

Exercise & Enrichment

Does your pet have supervised free-roam or exercise time?

☐ Yes ☐ No

If yes:

Duration:

Exercise Area:

Favourite Toys/Activities:

Special Instructions:

Safety Information

Has your pet ever escaped from its enclosure?

☐ Yes ☐ No

If yes, please explain:

Known Health Conditions:

Any foods, treats, or materials that must be avoided:

Home Information

Entry Information

Method of Entry:

- ☐ Key
- ☐ Lockbox
- ☐ Garage Code
- ☐ Smart Lock

Details:

Alarm System

- ☐ Yes ☐ No

Instructions/Code:

Household Notes

Areas the pet may access during exercise/free-roam time:

Areas that should remain off-limits:

Additional tasks requested (mail, bins, plants, etc.):

Communication Preferences

How would you like updates?

- ☐ Text Message
- ☐ WhatsApp
- ☐ Email
- ☐ Other:

Preferred frequency:

- ☐ Every Visit
- ☐ Daily Summary

☐ Only If Issues Arise

Would you like photos sent during visits?

☐ Yes ☐ No

Additional Notes:

AGREEMENT

TERMS AND CONDITIONS

Welcome to Charlotte's Canine Companions!

These terms and conditions ("Terms") govern your use of our Pet Services. By booking our services, you agree to the following terms:

1. SERVICE DESCRIPTION

We provide Pet Services which may include Individual or Group walks, Dog & Cat Pop-In Visits, Dog & Cat Sitting and Meet & Greet. We also cover small animals such as Rabbits, Guinea pigs, Hamsters, Gerbils and Fish. Service availability may vary based on location and scheduling.

2. BOOKINGS & CANCELLATIONS

Booking: All long term clients (over 8 weeks) bookings must be made at least a month in advance via Email or Whatsapp as we use a pay in advance system.

Short term Clients (under 8 weeks) bookings must be made at least a week in advance via Email or Whatsapp as we use a pay in advance system.

Adhoc clients please contact us by email to enquire about booking.

Cancellations: We require 24 hours notice for cancellations. Cancellations made less than 24 hours in advance will be non-refundable.

No-Shows: If we arrive and are unable to access your pet or home, the full service fee will still apply.

3. PAYMENT TERMS

Payment is due in advance to our services. This means service will not go ahead until payment has been received. In the last week of each month you will be sent an invoice

with your next month of service charge, we will then require the payment to be received no later than the last day of that current month in order to keep your booking. All payments must be made by bank transfer.

4. CLIENT RESPONSIBILITIES

Ensure your dog/cat/small animal where applicable is up-to-date on vaccinations and is in good health. Notify us of any behavioural issues or medical conditions. Provide secure access to your home if applicable (keys, codes, etc.).

5.SAFETY AND LIABILITY

While we take great care of your pet(s), we are not liable for any injury, illness, loss or death that may occur during or after the service unless caused by our negligence. We reserve the right to refuse service if any animal poses a risk to the safety of our staff or others. We also reserve the right to adapt or cancel our services due to weather conditions for the safety of our team and your pet(s). All efforts for an altered service will be made. however in the event of this service requiring cancellation, a full refunded will be offered.

Altered services will be consisting of enrichment activities which can be, toilet opportunity, food, play or cuddles. Training if requested.

6.EMERGENCIES

In case of an emergency, we will make every effort to contact you or your emergency contact (if you are uncontactable). If you and your emergency contacts are unreachable, we will take appropriate action, including contacting a veterinarian. Any costs incurred will be your responsibility. The client will sign a declaration at the meet and greet to cover the full costs of any veterinary charges.

In the event your pet escapes from our care we will spend the first 15 minutes searching, if not found within that time you will be contacted . If you cannot be reached then we will reach out to your emergency contact, however if they cannot be reached either the search will resume until we have been able to make contact. After contact has been made we will take instructions from the owner or emergency contact in how to proceed with a search.

7. PHOTOS AND SOCIAL MEDIA

With your consent, we may take photos or videos of your pet during service for use on our website, (may be used for materials such as posters or leaflets) or social media. Let us know if you prefer to opt out.

8.TERMINATION OF SERVICE

We reserve the right to terminate service at any time for reasons including non-payment, aggressive pet behaviour or failure to comply with these terms.

9.CHANGES TO TERMS

We may update these terms occasionally. Changes will be posted on our website with the updates date. Continued use of our services implies acceptance of any changes.

10. GOVERNING LAW

These terms are governed by the laws of Kilmarnock, Scotland.

CONTACT US

If you have any questions about these terms, please contact us at:
charlottescaninecompanions@gmail.com
+44 7907171242

Service Agreement Acknowledgment

I certify that the information provided is accurate and complete. I understand that the pet sitter will provide care according to these instructions and will make reasonable efforts to contact me in the event of an emergency.

Client Signature:

Date: