



Thank you for choosing Kittys R Us!

New Client Packet

Instructions:

Please print one copy of this packet, and complete using a pen.

This Packet Includes:

- Rates & Services
- Veterinary Release Agreement (fill in amount, sign and return)
- Legal Considerations (sign and return)
- Pet Information Disclosure (print one copy for each pet; each form is 2 pages)
- Home Guide (complete and return)
- Contact Information (complete and return)
- Service Request (complete and return)

Have These Items Ready for the Initial Interview:

1. Your signed documents;
2. A key. We will provide a keychain and a code;
3. Emergency contact information for yourself, and 2 other contacts;
4. Veterinary contact & medical information; and
5. Trip information and if you plan to have visitors while away.

Rates & Services

VISIT TYPE	RATE (PER VISIT)
Initial Consultation	FREE (30 – 90 mins)
Cats (1 – 2)	\$20.00 (30 mins)
Cats (3 – 4)	\$22.00 (30 mins)
Cats (5 or more)	\$24.00 (30 mins)
Cats (1 – 2)	\$30.00 (60 mins)
Overnight	\$70.00 (9 hours)
Dogs	\$15.00 (15 mins)
Dogs	\$20.00 (30 mins)
Dogs	\$25.00 (45 mins)
Dogs	\$30.00 (60 mins)

Consultation **30-90 Minutes**
Discuss detailed instructions on how to care for your pet(s) and answer questions. Complete paperwork, tour home and obtain keys.

Cats **Minimum 30 Mins**
Supervised feeding, fresh water, litter box cleaning, play and love.

Dogs **Minimum 15 Mins**
Check in and let out.

Dogs **Minimum 30 Mins**
Supervised feeding, fresh water, walk play and love.

Overnight **Minimum 9 Hours**
Overnight at pet(s) home for those who need extra play and love.

Payment

Payment is due 48 hours before service starts.
Cash, Checks and Pay Pal accepted.

With permission you may leave a check in full at first visit.

ADDITIONAL	FEES
Waste Removal	\$5.00
Key Transfer	\$5.00
Holidays	\$5.00
Late Payment	\$5.00
Returned Check	\$35.00
Refunds & Cancellations	24 hours Payment in full is charged. No refunds.

Mail pickup, watering, and other average tasks are included in base price.



Kittys R Us, LLC – Veterinary Release Agreement

In the event that any of my pets appear ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Kittys R Us, LLC, I give permission to Kittys R Us to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by Kittys R Us, LLC are acceptable.

I ask Kittys R Us, LLC to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet / all pets (most common values are \$200, \$500, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that Kittys R Us, LLC work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow Kittys R Us, LLC to use their best judgment in handling these situations, and I understand that Kittys R Us, LLC assumes no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 14 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by Kittys R Us, LLC for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Kittys R Us, LLC and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

Every cat and dog at the site of service will be current (per my veterinarians recommendations) on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify Kittys R Us, LLC of any signs of injury or possible illness before any visit as soon as the condition appears. Kittys R Us, LLC reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Kittys R Us, LLC strives to provide clean, safe service to each of our clients. In doing so, Kittys R Us, LLC strongly recommends that each pet be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Kittys R Us, LLC cares for one or more of my pets. I understand that this agreement applies to all of the pets within Kittys R Us, LLC's care. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client/Owner Name: _____

Signature: _____ Date: _____



Kittys R Us, LLC – Legal Considerations

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 Kittys R Us, LLC before service is provided for any period.

Payment in full is due 48 hours before service starts. Reservations are not held until payment in full is received by Kittys R Us, LLC or special arrangements are agreed upon by both parties in writing. A \$5 per visit late charge will be assessed to service that is not paid in advance. There will be a \$35 service charge for each returned check.

Unpaid service may be cancelled without notice, including prior to or during the service period.

Cancellation Charge 0 - 24 hours prior to any service, and/or Holidays: payment in full is charged (no refunds).

Reservations are made to plan availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled. Clients will not have to pay for scheduled special services not preformed.

Kittys R Us, LLC are not responsible for wilted, dead or otherwise unhealthy plants. Kittys R Us, LLC will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. Please place all indoor plants together on a waterproof surface in plain sight, as Kittys R Us, LLC is not responsible for water damaged areas or missed plants.

Kittys R Us, LLC is not responsible for damage to the home beyond their control. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, Kittys R Us, LLC 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 Kittys R Us, LLC within 14 days.

Kittys R Us, LLC is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of Kittys R Us, LLC. Kittys R Us, LLC agrees to remain fully insured. Kittys R Us, LLC 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.

Kittys R Us, 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. Kittys R Us, 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 Kittys R Us, LLC, they will be either on the sitter's physical person, or be properly stored in an undisclosed location. Kittys R Us, LLC subscribes to insurance coverage 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. Kittys R Us, LLC 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. Kittys R Us, 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.

Kittys R Us, LLC is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by Kittys R Us, LLC. 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 Kittys R Us, LLC 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 Kittys R Us, 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 and/or crisis. Kittys R Us, LLC will definitely try to see to your pets 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 Kittys R Us, LLC to accept all future telephone, online, or email reservations and enter my home without additional signed contracts or written authorizations.

Kittys R Us, LLC reserves the right to terminate this contract at any time, in their sole discretion, if Kittys R Us, LLC 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 location), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Owner.

Kittys R Us, 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 Kittys R Us, 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 Kittys R Us, 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 Kittys R Us, LLC term changes relayed verbally to the client, emailed in writing to the client, or posted on our website under the heading Terms

The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name: _____

Signature: _____ Date: _____



Kittys R Us, LLC – Pet Information Disclosure

Please complete one Pet Information Disclosure form per pet or litter.

Owner: _____ **Pet Name:** _____
 Length of Time Owned: _____ Pet Type: Cat / Dog / _____
 Breed: _____ Sex: M/F Declawed: Y/N Neutered: Y/ N
 Physical Description (if similar to another): _____ Birth date: _____ Or Age: _____
 _____ Weight: _____ or Size: _____

Feeding Instructions:

Feed apart from other pets/supervise
 Dispose of uneaten food
 Remove food after _____ Min

<input type="checkbox"/> Dry Brand: _____ Measure with: _____ Amount: _____ Where to feed: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Wet Brand: _____ Measure with: _____ Amount: _____ Where to feed: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Medication(s): Amount: _____ Location: _____ Hide In Treat: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Medication(s): Amount: _____ Location: _____ Hide In Treat: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Water	<i>Water will be cleaned and filled frequently</i>	<input type="checkbox"/> Tap <input type="checkbox"/> Bottled <input type="checkbox"/> Filtered Dish Location: _____ Water Location: _____
<input type="checkbox"/> Treats Name: _____ Amount: _____ Location: _____	Notes: _____	

Pet's Living Area:

<input type="checkbox"/> NOT allowed outdoors at all <input type="checkbox"/> ONLY allowed outdoors on leash Secure fence: _____ <input type="checkbox"/> No fence, but doesn't leave yard <input type="checkbox"/> NOT allowed indoors	<input type="checkbox"/> Allowed on furniture, counters, beds <input type="checkbox"/> Restrict pet area/crate only when pet is alone Restricted Area/Crate Location: _____ Other off-limit areas: _____
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Owner: _____ Pet Name: _____

Emergency Care: **Placing Credit Card on file at vet's office is recommended*

Vet Name: _____ Pet Allergies: _____

Clinic Name: _____ Vaccinations up to date on (month/yr): _____

Phone: _____ Heartworm test: Negative / Positive

Pet Medical History: (ongoing or reoccurring known illnesses/injuries, treatments & medications)

Temperament/Personality: _____

Pet Doesn't Like:

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Baths | <input type="checkbox"/> Hot Days | <input type="checkbox"/> Sharing Food Dishes |
| <input type="checkbox"/> Toenail Clip | <input type="checkbox"/> Rain / Snow / Cold | <input type="checkbox"/> Loud Noise / Vacuum / Garbage Disposal / Thunder |
| <input type="checkbox"/> Massage | <input type="checkbox"/> New Animals | <input type="checkbox"/> All Humans |
| <input type="checkbox"/> Touch Ears | <input type="checkbox"/> Other family pets | <input type="checkbox"/> Strangers |
| <input type="checkbox"/> Sprays | <input type="checkbox"/> People near food dish | <input type="checkbox"/> _____ |

Pet reacts to the above by: _____

Has Pet Ever:

Describe (even if mild, or under extreme/unusual situations)

- Attacked someone/bit someone
- Attacked another animal
- Injured self /escaped out of fear
- Injured self out of boredom
- Escaped from home,
 - Where does he/she like to escape to?
 - How can he/she be retrieved?

Comments: _____

Client/Owner Name: _____

Signature: _____ Date: _____



Kittys R Us, LLC – Home Guide

Owner:

Pet(s):

Locations:

Crated Area	<input type="text"/>
Leash/Collar	<input type="text"/>
Grooming	<input type="text"/>
Food Dish	<input type="text"/>
Food	<input type="text"/>
Water	<input type="text"/>
Water Dishes	<input type="text"/>
Medications	<input type="text"/>
Treats	<input type="text"/>
Litter Box	<input type="text"/>
Poop Scoop	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Recycle Bin	<input type="text"/>
Paw Towels	<input type="text"/>
Paper Towel	<input type="text"/>
Spot Cleaner	<input type="text"/>
	<input type="text"/>
Put Mail	<input type="text"/>
Indoor Plants	<input type="text"/>
	<input type="text"/>
Birdfeeder(s)	<input type="text"/>

Usual Vehicles & Visitors At Home:

Snow & Ice Care Instructions / Contacts:

Notes & Misc:

- Key (must test)**
- | | |
|---|---|
| <input type="checkbox"/> Pet Sitter Has | <input type="checkbox"/> Use Code |
| <input type="checkbox"/> Will Mail | <input type="checkbox"/> Unlocked |
| <input type="checkbox"/> Drop Off | <input type="checkbox"/> Client Present |
| <input type="checkbox"/> Will Leave | <input type="checkbox"/> Other |

Describe Key:

Backup Entry:

Usual Visits	Length	Time Slot
Morning	<input type="text"/>	<input type="text"/>
Afternoon	<input type="text"/>	<input type="text"/>
Dusk	<input type="text"/>	<input type="text"/>
Night	<input type="text"/>	<input type="text"/>



Kittys R Us, LLC – Contact Information

First Name:

Last Name:

Pet(s):

Home Phone:

Cell Phone:

Work Phone:

Address:

Email:

Referred By:

Emergency Contact 1

Name:

Home No.:

Cell No.:

Work No.:

Emergency Contact 2

Name:

Home No.:

Cell No.:

Work No.:



Kittys R Us, LLC – Service Request

Pets				
			Client Full Name	
			Best Way to Contact	
			Contact At	

Service Begins	/ /	Time		<input type="checkbox"/> Daily	<input type="checkbox"/> Every Other Day	<input type="checkbox"/> Weekdays
Service Ends	/ /	Time				

			To be completed by Kittys R Us, LLC		
Details	Visit Time	Length	Cost/Visit	# of Visits	Total
Morning				=	
Afternoon				=	
Dusk				=	
Night				=	
Subtotal					
Additional Charges					
Discounts					
Grand Total Deposit Due					

How may we reach you while you are away?

Phone:

Email:

Trip Description/Hotel/Notes & Visitors Expected

Special Notes & Other Tasks

This request **must be confirmed** by Kittys R Us, LLC.
 By submitting this request, I agree to all terms as stated on our website.

Signature: _____ Date: _____