

# CLIENT PROFILE AND HOME INFORMATION FORM

Your name \_\_\_\_\_ Spouse/partner name \_\_\_\_\_

Address \_\_\_\_\_

Mailing address (if different from above) \_\_\_\_\_

Email(s) \_\_\_\_\_

Phones: Home \_\_\_\_\_ Mobile (self) \_\_\_\_\_ Work (self) \_\_\_\_\_

Mobile (spouse/partner) \_\_\_\_\_ Work (spouse/partner) \_\_\_\_\_

**How did you find out about us?**

Internet  Referred by \_\_\_\_\_  Other \_\_\_\_\_

**Do you want email or text updates? (Regarding timing, walker illness, etc.)**

No  Email \_\_\_\_\_  Text \_\_\_\_\_

**Do you own or rent your home?**

Own  Rent

If Renting, Landlord/Management contact # \_\_\_\_\_

**EMERGENCY CONTACTS** (People able to make decisions about the care of pets or home in emergencies)

Name	Relationship	Key to Home?	Phone Number
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	

**OTHER PERSONS WHO MIGHT BE ENTERING YOUR HOME OR ON YOUR PROPERTY** (realtor, housekeeper, gardener, pest control, relative, friends, etc.)

Name	Relationship	Key to Home?	Date/Time of visits
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	

**HOME INFORMATION**

Gate Code:	Garage Door Code:
Alarm Entry Password:	Alarm Exit Password:
Alarm Company Name & Phone #:	Alarm Code Word:

\* This signed document is authorization for Pupperino Petcare to enter the above premises for the purpose of pet care or home security.

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

Pupperino Petcare \_\_\_\_\_ Date \_\_\_\_\_

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# Pet Information Form

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\*for multiple pets, complete one form per pet

We ask many questions in order to best protect your pets and other clients' pets. Detailed information enables us to use extra care and to take any necessary preventative measures while providing for every pet in our care.

**Client Name:** \_\_\_\_\_

**Pet Name:** \_\_\_\_\_

**Toronto Pet License #** \_\_\_\_\_

**Rabies #** \_\_\_\_\_

**Sex:**  FEMALE [Spayed?  No  Yes ]  MALE [Neutered?  No  Yes ]

**Color:** \_\_\_\_\_

**Distinctive markings:** \_\_\_\_\_

**Breed:** \_\_\_\_\_

**Pet Date of Birth:** \_\_\_\_\_ **Weight:** \_\_\_\_\_ **Pet's collar color:** \_\_\_\_\_

**How do you describe your pet's personality?**

Friendly Easy-going Aloof Excitable Stubborn Meek Other \_\_\_\_\_

**Behaviour toward strangers?**

Excited Friendly Aloof Cautious Stressed Scared Defensive Aggressive Indifferent

**Has your pet ever snapped at, bitten, or acted aggressively toward a person?**

Yes  No If yes, please explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Is your pet good with children?**  Yes  No

**Does your pet have a history of biting or fighting with other animals?**  Yes  No

**Are you aware of any reason I should approach your pet with caution?**

\_\_\_\_\_

**How does your pet react to your absence from home?**

\_\_\_\_\_

**Favorite toys / activities / special words?**

\_\_\_\_\_

**May I give your pet treats?**  Yes  No  Yes, but only this kind \_\_\_\_\_

**Is your yard fenced?**  Yes  No

**Is your dog allowed off leash?**  Yes  No

**Does your dog come when you call?**  Yes  No

**If your dog is off leash and won't return to you, how do you regain control?**

\_\_\_\_\_

**PLEASE LIST THE LOCATION OF THE FOLLOWING**

Leashes	Brushes
Toys	Treats
Carrier(s)	Meds/Vitamins
Can Opener (if applicable)	Dog Towels

**Medications:**

Name of Medication	When to Administer	Amount	How to Administer

**Rabies shot good through** \_\_\_\_/\_\_\_\_/\_\_\_\_

**DHLPP (Distemper) shot good through** \_\_\_\_/\_\_\_\_/\_\_\_\_

**History of illness?**  Yes  No If yes, explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Other information that will help me care for your pet?**

\_\_\_\_\_  
\_\_\_\_\_

We certify that all of the above information is true and correct to the best of my knowledge, and that I will notify Pupperino Petcare of any changes to the above prior to the start of any Service period.

\_\_\_\_\_  
Client signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Print name

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# VETERINARY TREATMENT AUTHORIZATION

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This form will be retained on file and will be used to authorize veterinary treatment in the event that your pet(s) require treatment during your absence and Pupperino Petcare is unable to contact you at the time. Should you change veterinarians, please notify Pupperino Petcare immediately. **\*Your signature is required to authorize treatment.**

Client Name: \_\_\_\_\_ Address: \_\_\_\_\_  
City: \_\_\_\_\_ Prov: \_\_\_ Postal: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Work Phone: \_\_\_\_\_  
Mobile: \_\_\_\_\_  
Email: \_\_\_\_\_

To whom it may concern: I have contracted for services from Pupperino Petcare during my absence. I authorize Pupperino Petcare to transport my pets to my veterinarian (or to an emergency clinic) and, on my behalf, to request veterinary treatment and services when they deem it necessary. I accept full responsibility for charges incurred in the treatment of my pet(s), not to exceed the following amounts for each pet:

Pet Name- Description- Maximum Amount

_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____

If multiple pets require treatment, do not exceed a combined total of \$ \_\_\_\_\_.

Special Instructions: \_\_\_\_\_

Pupperino Petcare reserves the right to utilize the services of any available veterinary clinic. If time permits, I will attempt to utilize your primary veterinary clinic. If it is not practical to do so, the following information will be helpful if the clinic I utilize requires documentation from your primary clinic.

**Primary Veterinary Clinic:** \_\_\_\_\_ Address: \_\_\_\_\_  
City: \_\_\_\_\_ Prov: \_\_\_ Postal: \_\_\_\_\_ Phone: \_\_\_\_\_  
\_\_\_\_\_

**Preferred Urgent Care Veterinary Facility:** \_\_\_\_\_ Address: \_\_\_\_\_  
City: \_\_\_\_\_ Prov: \_\_\_ Postal: \_\_\_\_\_ Phone: \_\_\_\_\_  
\_\_\_\_\_

I authorize veterinary treatment for my animal(s) during my absence. I understand that Pupperino Petcare assumes no responsibility for the loss of any pet and is released from all liability related to transportation, treatment and expense. I have made advance arrangements with your office to pay all charges and fees that are incurred on my behalf, immediately upon my return.

\*Signed \_\_\_\_\_

OR:  Mastercard  Visa Card number: \_\_\_\_\_ Exp. Date: \_\_\_\_/\_\_\_\_ Name on card: \_\_\_\_\_  
\*Signed: \_\_\_\_\_

Maximum charge authorized for veterinary care and pet medications only \$ \_\_\_\_\_

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# TERMS OF AGREEMENT FOR DOG WALKING SERVICE

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## Terms

This signed document is an agreement between Pupperino Petcare and \_\_\_\_\_ (Client) for pet sitting services beginning on \_\_\_\_\_ until revoked in writing. Pupperino Petcare agrees to provide dog walking services to Client in a reliable, trustworthy, and caring manner. Pupperino Petcare currently offers private walks and home visits. Should this change, Pupperino Petcare will notify you in writing.

The parties agree that they shall not disclose any terms and conditions contained in this agreement to any other party and shall keep same confidential between them.

1. I authorize Pupperino Petcare to perform dog walking services as outlined above and in Client Profile, Pet Profile(s), and Policies and Procedures which shall become part of this contract.
2. I authorize Pupperino Petcare to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I also authorize Pupperino Petcare to utilize an alternative veterinarian in the event my primary veterinarian is unavailable. Every effort will be made to contact me prior to obtaining emergency care.
3. Pupperino Petcare accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement.
4. Dog walking will be performed only by Pupperino Petcare during all assignments unless prearranged with client (i.e. in the event of Pupperino Petcare being on vacation, illness, etc.).
5. I agree to reimburse Pupperino Petcare for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
6. Pupperino Petcare agrees to provide the services stated in this agreement in a reliable, trustworthy, and caring manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against Pupperino Petcare, its employees or assigns, except those arising from proven deliberate negligence of the pet sitter.
7. I understand and agree that the amount of time I book for a dog walk (i.e. 15, 30, or 60 minutes) includes any additional time required by Pupperino Petcare to prepare my dog(s) for the walk (or clean my dog when the walk ends). This includes routines such as placing clothing / booties (outdoor wear) on my dog, feedings, cleaning, and any other requests. Further, there may be days when Pupperino Petcare arrives earlier or later than the start of your scheduled appointment. This may be due to traffic, weather, emergency, etc. Should

this occur, your dog will always receive the full 15, 30, or 60 minute walk you've booked regardless of when we arrive for the appointment (barring inclement weather or emergencies).

8. Pupperino Petcare will not be liable for the injury, disappearance, death, or fines of any pet(s) with unsupervised access to the outdoors.

9. Client will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet(s). Client agrees to indemnify and hold harmless Pupperino Petcare in the event of a claim by any person injured by the pet(s).

10. It is expressly understood that Pupperino Petcare shall not be held responsible for any damage to client's property, or that of others, caused by client's pet(s) during the period in which they are in its care.

11. Fees are earned upon acceptance of dog walking reservations. Accepted methods of payment are cash, cheque, or online e-transfer. If paying for your services by cash, payments must be made on the day of your last booking of the week, but may be paid at any time before. Payments overdue by one week may result in a suspension of services with notice given by Pupperino Petcare .

12. Cancellations may be made up to 24 hours in advance of your scheduled service. Any payment will be credited to your account. The full price of the service will be charged for cancellations made less than 24 hours in advance of a scheduled visit. Any visits canceled on the day of service will be charged in full. If you cancel any part of your scheduled reservation, such as ending the reservation early, you are responsible for the entire initial reservation fee. No refunds or credits will be issued.

13. I attest to the fact that all licenses and vaccinations required by the Province of Ontario, the City in which I reside and/or the City of Vaughan are current according to the law.

14. Pupperino Petcare may photograph my pet(s) and use these photos for marketing and promotional purposes with any liability or obligation by me.

I have completed and signed the required Veterinary Release form, Pet Profile, and Client Profile. Any reference to pets in this contract shall refer to those specified on the Pet Profile sheet(s).

I have read and agree to the aforementioned Policies and Procedures which are a part of this agreement. I have been provided with a copy for my records.

This agreement will remain valid for current and future service, with the exceptions of any agreed to changes in fees or frequency or total number of visits.

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

Pupperino Petcare ( ) \_\_\_\_\_

Date \_\_\_\_\_

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# POLICIES AND PROCEDURES

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Pet comfort and the safety and security of your home are the cornerstones of our business. Pupperino Petcare provides pet care for owners who need a helping hand. Whether you go on vacation, a business trip, need a midday visit to walk, feed, cuddle, or medicate your pet, Pupperino Petcare can do it when you cannot. Our services are provided in a reliable, trustworthy, and caring manner.

Please note that Policies and Procedures are subject to reasonable changes and amendments, which may be implemented from time to time.

**Keys:** Pupperino Petcare will obtain a copy of house key(s) during the initial consultation, when service is scheduled and agreements are signed. Exceptions will be made if a lock-box or keycode is used instead. Keys will be returned in person within 3 days of the end of your service.

**Cancellations:** Cancellations may be made up to 24 hours in advance of your scheduled service. Any payment will be credited to your account. The full price of the service will be charged for cancellations made less than 24 hours in advance of a scheduled visit. Any visits canceled on the day of service will be charged in full. If you cancel any part of your scheduled reservation, such as ending the reservation early, you are responsible for the entire initial reservation fee. No refunds or credits will be issued. Exceptions may be made due to inclement weather or emergencies.

**Holiday Surcharge:** All services are suspended on all statutory Canadian holidays. If we are available, we may be able to accommodate holiday dog walking for an additional fee.

**Payment - Dog Walking:** Fees are earned upon acceptance of dog walking reservations. Accepted methods of payment are cash, cheque, or e-transfer. You may leave the cash in an envelope at an agreed upon location within the home. Payments overdue by one week may result in a suspension of services with notice given by Pupperino Petcare

**Past Due Accounts:** Any cash fees more than 30 days past due will be sent for collections. Client is responsible for all costs of collection.

**Pupperino Petcare reserves the right** to deny service or terminate service because of safety concerns, financial issues, failure to comply with policy, or inappropriate or uncomfortable circumstances.

**Visitors:** Please notify Pupperino Petcare if others (housekeepers, pest control service, realtors, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Pupperino Petcare services have been engaged. The police will be called on all intruders or suspicious acts without exception.

Pupperino Petcare, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons, that shall enter your residence for any purpose while Pupperino Petcare is caring for your pets.

**Emergencies:** Everyone has them! Feel free to call if an unexpected need arises; we will make every attempt to accommodate your needs for service on short notice depending on our availability. We will carry a copy of your emergency contact form with our daily log (your name + contact's name and phone number) in the event we have an unexpected accident or illness. Please be sure this information is current and that the designated contact has access to your home to ensure your pets' care continues uninterrupted.

**Inclement Weather:** We walk dogs year round, except for rare instances of extreme, inclement weather, i.e. thunderstorms / lightning, torrential downpours, blizzards, hazardous wind chill, or when the client's usual walk route is made treacherous due to ice or heavy snow. In extreme cold or in extreme heat, we will limit dog walks to 20 minutes.

a) Should we be unable to reach your home due to poor weather conditions, we will contact you by email or phone to let you know the walk has been cancelled.

b) If we are able to reach your home in inclement weather, we will take your dog(s) out for a brief potty break and spend the remaining time playing indoors.

**Unsecured pets:** Pupperino Petcare will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence. It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

I have read and agree to the above.

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

Pupperino Petcare \_\_\_\_\_ Date \_\_\_\_\_