



Pupperino petcare

Client Profile and Home Information

www.pupperinopetcare.com Ph (416) 875-2706

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?

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?	Phone Number
		<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 _____



Pupperino *petcare*

Pet Information

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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: _____

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



Pupperino *petcare*

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 \$_____



Pupperino petcare

Terms of Agreement

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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 cancelled 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.
15. Client agrees that the pet sitter provided by Pupperino Petcare Inc. is employed through Pupperino Petcare Inc. and is contracted to work only through Pupperino Petcare Inc. and not directly through the individual client listed above. Client agrees that all reservations for present and future sitting and dog walking must be made through Pupperino Petcare Inc. and not the individual sitter. Client is aware that the Pupperino Petcare Inc. sitter may give out his/her personal number to the client. Client agrees to use this number only in the event of an emergency during which the sitter / walker is already employed directly through Pupperino Petcare Inc. for the client. Client agrees that this number shall not be used for any solicitation of future pet sitting or dog walking. Client is aware that should this contract be broken, legal fees and misuse-of-staff charges will apply.

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 (Natalia Beszterda) _____

Date _____



Pupperino *petcare*

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 (Natalia Beszterda) by: _____

Date _____