

All Purr-Paws Pet Care, LLC



## All Purr-Paws Pet Care

### New Client Packet

**Thank you for choosing All Purr-Paws Pet Care!**

#### **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:**

1. Your signed documents
2. A key. We will provide a keychain and a code (no name will be put on your key)
3. A 2nd key that we can code with permanent ink (we can make this complementary spare).
4. Emergency contact information for yourself, and 2 other contacts
5. A list of items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc)
6. Veterinary contact & medical information (allergies, conditions).
7. Trip information, including Hotel and if you plan to have visitors while away.

# All Purr-Paws Pet Care

# Rates & Services

VISIT TYPE	RATE (PER VISIT)														
<b>Initial Consultation</b>	<b>FREE</b>														
Hourly	\$30														
Extended	\$22														
<b>Regular</b>	<b>\$17</b>														
Value	\$15														
Pet Taxi	\$25 per half hour														
ADDITIONAL FEES	RATE (PER VISIT)														
<b>Travel Charges</b>  We use <b>Mapquest.com</b> , look up the minutes from your home to our main office.	<table border="1"> <thead> <tr> <th>Mins</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>0-9</td> <td>Free</td> </tr> <tr> <td>10-12</td> <td>\$1</td> </tr> <tr> <td>13-15</td> <td>\$2</td> </tr> <tr> <td>16-18</td> <td>\$3</td> </tr> <tr> <td>19-21</td> <td>\$4</td> </tr> <tr> <td>Each Minute over 21</td> <td>\$1 (+\$4)</td> </tr> </tbody> </table>	Mins	Price	0-9	Free	10-12	\$1	13-15	\$2	16-18	\$3	19-21	\$4	Each Minute over 21	\$1 (+\$4)
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Each Minute over 21	\$1 (+\$4)														
Late Payment	\$5														
Holidays	\$8														

## Specials

### **\$5 Off Your First Service**

New customers only, with 3 or more visits paid.

### **Collect A \$5 Credit For Every Referral**

Every referral that books service with us earns \$5 to your account.

### **Initial Booking Consultation 30-90 minutes**

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 **48 hours** prior to service.

### **Hourly Care Minimum 60-70 Mins**

Choose 1 hour increments of care.

### **Extended Visit Minimum 40-45 Mins**

Best for long walks, multiple pet homes, and pets with special diets or special needs. Good for horses & hobby farms, and lawn watering.

### **Regular Visit Minimum 25-30 Mins**

Our most popular choice. Good for many multiple pet homes, supervised feedings, walks, and play. Most dogs will require 2-4 Regular visits per day. Cats are best with 1 visit per day.

### **Value Visit Minimum 15-20 Mins**

Short can be used as a quick turnout or potty break, litter box cleaning, easy keeper care, or even a 3rd feeding.

**No extra charges for multiple pets.**

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. Nail clippings, yard pickup, watering and other average tasks are included in base price. More difficult tasks are \$3-\$6 extra per 15 minutes.

Minutes To Your Home: \_\_\_\_

Your Travel Fee: \$ \_\_\_\_

Your Client ID #: \_\_\_\_\_

## Important Terms

Payment is due before service starts.

A separate **signed & completed Service Request** is also due for each service, before each service start.

With permission you may leave a check in full and the completed Service Request for the first visit. However, **your pet sitter must leave your home** without providing any service if you forget either item.

### Refunds & Cancellations

<b>Holiday</b>	Payment in full is charged (no refunds)
<b>0-48 Hrs</b>	Payment in full is charged (no refunds)
<b>2-7 Days</b>	20% of Service total is due (80% refund)
<b>8+ Days</b>	No charge, refund in full



## 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:

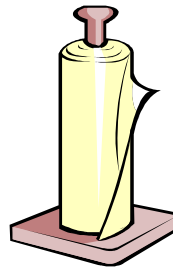
<b>Owner:</b>		<b>Emergency #:</b>	
<b>Pets:</b>		<b>Emergency Contact Info:</b>	
<b>Pet Sitter:</b>	<i>All Purr-Paws Pet Care</i> <b>973-229-6399</b>	<b>Other Notes:</b>	

## All Purr-Paws Pet Care

### 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 & Chewies  
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).



### Call Us:

Feel free to contact your pet sitter to check up on your pets at any time. We try to return all calls the same day, usually between 7 pm - 8:30 pm. If you do not hear back from us in 24 hours, please try again – voice mails do sometimes get lost. Emails are also welcome, and we check our email all day long as possible.

### 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 storing it in our safe is free to you. 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!

## All Purr-Paws Pet Care

www.All Purr-Paws Pet Care.com



## All Purr-Paws Pet Care – 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.
- Deposit in full is due at time of reservation. **Reservations are not held** until payment in full is received by All Purr-Paws Pet Care 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. Reservations for not yet cleared PayPal payments will be honored.
- There will be a **\$25 service charge** for each returned check.
- Unpaid service may be cancelled without notice, including prior to or during the service period.
- Cancellation Charge Schedule effective 4/1/2007 (% applies to entire service period total):
  - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
  - **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
  - **8 days** 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 preformed.
- All Purr-Paws Pet Care is not responsible for wilted, dead or otherwise unhealthy plants. All Purr-Paws Pet Care 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 your pet sitter is not responsible for water damaged areas or missed plants.
- All Purr-Paws Pet Care 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 All Purr-Paws Pet Care within 14 days.
- All Purr-Paws Pet Care 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. All Purr-Paws Pet Care 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. All Purr-Paws Pet Care 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.
- All Purr-Paws Pet Care 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. All Purr-Paws Pet Care 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. All Purr-Paws Pet Care subscribes to insurance coverage through PSA 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. All Purr-Paws Pet Care 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.
- All Purr-Paws Pet Care 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 All Purr-Paws Pet Care 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 All Purr-Paws Pet Care, 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/"Code Red". All Purr-Paws Pet Care 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 All Purr-Paws Pet Care to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- All Purr-Paws Pet Care reserves the right to terminate this contract at any 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.
- All Purr-Paws Pet Care 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 All Purr-Paws Pet Care, 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 All Purr-Paws Pet Care 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 All Purr-Paws Pet Care term changes relayed *verbally to the client*, mailed or 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: \_\_\_\_\_

