



Happy At Home Pet Sitters

New Client Packet

Thank you for choosing Happy At Home Pet Sitters!

Instructions:

Please print one copy of this packet, and complete using a pen. This form can be printed one-sided or two, in black & white or color.

This Packet Includes:

- Rates Summary
- 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)

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.

Keys

By default your keys will be kept by the pet sitter after service. If you would like your keys returned to you on the last visit, leave a note for the sitter that lists the date of the last visit, along with a message to return the key at that time. Then leave instructions on how to secure the home and where to place the key.

Key return to your home after service will be charged at a rate of a drop in visit plus any travel fee. Mailing your key is charged at a rate of \$3. We are not liable for the additional safety risk to your home if you ask for us to mail your key or leave it in an unsecured location.

Happy At Home Pet Sitters

2008-2009 Rates & Services

| VISIT TYPE | RATE (PER VISIT) | | | | | | | | | | | | | | | | |
|--|---|--------|------|-----|--------|---|--------|---|--------|---|--------|----|--------|----|--------|-----|---------|
| Initial Consultation | FREE | | | | | | | | | | | | | | | | |
| Hourly | \$26 | | | | | | | | | | | | | | | | |
| Extended | \$22 | | | | | | | | | | | | | | | | |
| Regular | \$18 | | | | | | | | | | | | | | | | |
| Value | \$16 | | | | | | | | | | | | | | | | |
| Drop In | \$14 | | | | | | | | | | | | | | | | |
| Overnights | \$55-\$90/night | | | | | | | | | | | | | | | | |
| Day Care | Varies | | | | | | | | | | | | | | | | |
| ADDITIONAL FEES | RATE (PER VISIT) | | | | | | | | | | | | | | | | |
| Travel Charges <small>Measured one way, rounded down, from Scuppernon Ct in Dousman by Yahoo Maps</small> | <table border="1"> <thead> <tr> <th>Miles</th> <th>Rate</th> </tr> </thead> <tbody> <tr><td>0-6</td><td>\$0.00</td></tr> <tr><td>7</td><td>\$1.50</td></tr> <tr><td>8</td><td>\$3.50</td></tr> <tr><td>9</td><td>\$5.00</td></tr> <tr><td>10</td><td>\$6.50</td></tr> <tr><td>11</td><td>\$8.00</td></tr> <tr><td>12+</td><td>+\$1/mi</td></tr> </tbody> </table> | Miles | Rate | 0-6 | \$0.00 | 7 | \$1.50 | 8 | \$3.50 | 9 | \$5.00 | 10 | \$6.50 | 11 | \$8.00 | 12+ | +\$1/mi |
| | Miles | Rate | | | | | | | | | | | | | | | |
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| | 10 | \$6.50 | | | | | | | | | | | | | | | |
| 11 | \$8.00 | | | | | | | | | | | | | | | | |
| 12+ | +\$1/mi | | | | | | | | | | | | | | | | |
| Late Payment | \$3 | | | | | | | | | | | | | | | | |
| Holidays | \$4 | | | | | | | | | | | | | | | | |

Specials

\$0.50 off ALL visits

Book online using our online Service Request and it will automatically take 50 cents off all visit rates.

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.

Drop In 3 Minutes or less

Short drop in to transfer keys (pick up or drop off), , check iron/stove, turn off sprinkler system, close windows, etc.

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

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

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. 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 #: _____



Happy At Home Pet Sitters – Veterinary Release Agreement

VR

In the event that any of my pets or large animals appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Happy At Home Pet Sitters, I give permission to Happy At Home Pet Sitters 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 the pet sitter are acceptable.

I ask Happy At Home Pet Sitters 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, \$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 Happy At Home Pet Sitters care providers 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 Happy At Home Pet Sitters care providers to use their best judgment in handling these situations, and I understand that Happy At Home Pet Sitters and its staff assume 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 Happy At Home Pet Sitters for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Happy At Home Pet Sitters 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 dog, cat, and horse 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 Happy At Home Pet Sitters of any signs of injury or possible illness before any visit as soon as the condition appears. Happy At Home Pet Sitters reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Happy At Home Pet Sitters strives to provide clean, safe service to each of our clients. In doing so, Happy At Home Pet Sitters strongly recommends that each pet and large animal 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 Happy At Home Pet Sitters cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within Happy At Home Pet Sitters 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: _____

Client Signature: _____ Date: _____



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 Happy At Home Pet Sitters or special arrangements are agreed upon by both parties in writing. A \$2 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 **\$20 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 1/19/2004 (% 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.
- Happy At Home Pet Sitters is not responsible for wilted, dead or otherwise unhealthy plants. Happy At Home Pet Sitters 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.
- Happy At Home Pet Sitters 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 Happy At Home Pet Sitters within 14 days.
- Happy At Home Pet Sitters 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. Happy At Home Pet Sitters 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. Happy At Home Pet Sitters 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.
- Happy At Home Pet Sitters 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. Happy At Home Pet Sitters 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. Happy At Home Pet Sitters 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. Happy At Home Pet Sitters 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.
- Happy At Home Pet Sitters 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 Happy At Home Pet Sitters 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 Happy At Home Pet Sitters, 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". Happy At Home Pet Sitters 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 Happy At Home Pet Sitters to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Happy At Home Pet Sitters 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.
- Happy At Home Pet Sitters 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 Happy At Home Pet Sitters, 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 Happy At Home Pet Sitters 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 Happy At Home Pet Sitters 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: _____



Happy At Home Pet Sitters – Pet Information Disclosure

PI

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

Owner: _____ **Pet Name:** _____
 Length of Time Owned: _____ Pet Type: Dog / Cat / Horse / _____
 Breed: _____ Sex: M/F Declawed: Y/N Neutered: Y/ N
 License #: _____ Microchip/Tattoo/Dog Tag #: _____
 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): | Amt: 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): | Amt: 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: Amt: Location: | Notes: | |

Pet's Living Area:

| | |
|---|--|
| <input type="checkbox"/> NOT allowed outdoors at all <input type="checkbox"/> ONLY allowed outdoors on leash <input type="checkbox"/> Turn out, invisible fenced yard with collar <input type="checkbox"/> Turn out, secure fence: _____ <input type="checkbox"/> Turn out, 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 <input type="checkbox"/> Restrict pet area/crate at all times Restricted Area/Crate Location: Other off-limit areas: |
|---|--|

Owner: Pet:

Emergency Care:

**Placing Credit Card on file at vets office is recommended*

Clinic Name:

Pet Allergies:

Vet 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:

- Attacked someone/bit someone
- Attacked another animal
- Injured self /escaped out of fear
- Injured self out of boredom
- Escaped from home,

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

Where does he/she like to escape to?
How can he/she be retrieved?

Commands: (Please circle commands we know, and underline commands we are working on):

| | | | | | | | |
|------|------|------------|----------|------------|-------------|---------|--------------|
| Sit | No | Outside | Make Poo | Potty | Bad _____ | Bath | In the House |
| Stay | Down | Walk | Food | Who's Here | Good _____ | Move | Ride |
| Come | Lay | Don't Pull | Treat | Back | Drop [it] | Come-on | _____ |
| Heel | Out | Walk Nice | Cookie | Naughty | Don't Touch | Off | _____ |

Allowed to go for rides in sitter vehicle? Y / N May play with sitter's personal pet(s) for socialization? Y / N

Favorite Games, Toys, and Activities:

Comments:

Client/Owner Name:

Signature: _____ Date: _____



Happy At Home Pet Sitters – Service Request

SR

Pets

Client Full Name or ID
Best Way to Contact Today
Contact At

Service Begins

 / /

Time

Daily

Every Other Day

Weekdays

Service Ends

 / /

Time

| Details | Visit Time | Length | Rate | Travel Fee | Cost/Visit | # of Visits | Total |
|--------------------------------|------------|--------|------|------------|------------|-------------|-------|
| Morning | | | + | | X | = | |
| Afternoon | | | + | | X | = | |
| Dusk | | | + | | X | = | |
| Night | | | + | | X | = | |
| 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

Tasks

| | | |
|--------------------------|------------------|--|
| <input type="checkbox"/> | Email Log | |
| <input type="checkbox"/> | Walk Dog | |
| <input type="checkbox"/> | Feed | |
| <input type="checkbox"/> | Pill / Shots | |
| <input type="checkbox"/> | Injections | |
| <input type="checkbox"/> | Plants | |
| <input type="checkbox"/> | Clean Litter Box | |
| <input type="checkbox"/> | Take Out Trash | |
| <input type="checkbox"/> | | |
| <input type="checkbox"/> | | |
| <input type="checkbox"/> | | |

Special Notes & Other Tasks

Payment Method

Pay Date

This request **must be confirmed** by my pet sitter, and a **Signed Copy must be left for the pet sitter**. By submitting this request, I agree to all terms as stated on [our website](#).

Signature: _____ Date: _____