



## New Client Packet

**Thank you for choosing Feed Play Love Pet Care!**

### **Instructions:**

Please fill out the necessary information and sign before the start of services. **NO SERVICES WILL BE RENDERED WITHOUT THE COMPLETION OF THE LEGAL CONTRACT AND CONSIDERATIONS AND VETERINARY RELEASE FORMS.**

### **This Packet Includes:**

- Rates Summary
- Terms of Service
- Legal Contract & Considerations (Fill owner name at top, sign/date last page of considerations)
- Veterinary Instructions & Release (Fill in amount, sign and return)

### **Have These Items Ready for the Initial Interview:**

1. Created an account and add each individually pet to our software system
2. Your signed documents
3. 2 keys. We will provide a keychain/tag for your keys
4. A list if items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc)
5. Any medications and their instructions
6. Trip information, including if you plan to have visitors to the home while away



## Feed Play Love Pet Care – Rates Summary

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### **Initial Booking Consultation**

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 **24 hours** prior to service and will last no longer than 30 minutes!

**Fido has to go!** Sometimes you have a long day scheduled, or get caught in a meeting and can't get home to let your fur child out to use the potty. We can help! We offer a 15-30 minute walk/potty break! **\$15-\$30 per visit**

**Play dates!** We want our children to be well socialized and to always feel loved! Let us take care of that! We offer a super fun time by taking him/her to the dog park or staying and playing with your pet until their heart's content, your choice. Our visits are 45-60 minutes, depending on what your baby needs and wants! **\$45-\$60 per visit**

**TLC and beyond!** Do you feel like your four-legged child needs some extra love and attention? Maybe he/she needs a little extra exercise? Let our personal trainer take care of that with a 90-minute run and play session at the beach! **\$90 per visit**

**Pet Taxi- Pick-up/Drop-off Services!** Rover has a busy calendar to keep up with, as does his/her parents! We can take Rover wherever he/she needs to go—grooming appointment, vet appointment, drop off at a friend or relative's home, within a 10 mile radius so things aren't so ruff for you and your busy schedule! **\$20 each way**

**24 hour overnight\*** **\$95 per night**

Leaving for the night or a couple days? This is a great option for your fur child to relax at home while you're out of town, but still feel as though you haven't left! Our overnight in-home service includes feeding, water freshening, LOTS of play time, 3 walks per day, administering medications (if needed), mail collection, watering of plants, taking out trash, litter box scooping and unlimited amounts of love!

*\* When providing in-home overnight care, your sitters will be in the home for overnight care, feeding in the am and pm, and the walk in the middle of the day, and whenever possible. Upon special request we can accommodate more frequent visits for an additional fee. Please inquire about availability should this be necessary.*

The prices listed are for the 1<sup>st</sup> dog. \$10 additional for each pet for overnight services, \$10 for walking services. Any overnight on a major holiday will be an additional \$25 (see Terms of Service for holidays). We require clean sheets and towels be provided, WIFI access, use of the washer and dryer for stays over 2 nights, use of the kitchen, and parking for 2 cars at the residence. We book in-home overnights in 24 hour minimum blocks. Any additional time beyond the planned 24 hour period will be billed per visit.



### **Cancellations:**

**We understand plans change!** We always try to be as flexible and accommodating as possible. Since we block the time and dates out to care for your pets, we know you'll understand why we sometimes can't cancel without a fee.

**Walk, Potty Breaks, Outings:** Cancellation by the owner of scheduled walks or services with less than 24 hours notice are subject to be charged the full rate, unless such cancellation is caused by Military schedule change, change in work schedule, severe weather, death in the family or a medical emergency. Just let us know! Arrival to service location will incur the full rate and no refund will be given/full rate will be due.

**Overnights:** Cancellation by the owner of scheduled services with less than 48 hours notice will result in a 50% cancellation fee of the total amount due. Cancellations 2-7 day prior will result in a 25% cancellation fee of the total amount due, unless such cancellation is caused by Military schedule change, severe weather, death in the family or a medical emergency. Cancellations of 8+ days will not result in a cancellation fee.

**Holidays:** Any cancellation of day services (walks, potty breaks, etc.) made during recognized holiday periods with 15+ days notice will not be charged a cancellation fee, 7+ days notice will result in a 50% cancellation fee, and less than 7 days will result in 100% charge of the total amount due. Cancellations of overnight services more than 30 days will result in a 50% cancellation fee of total amount due. Cancellations of overnight services less than 30 days will result in a 100% cancellation fee, unless such cancellation is caused by Military schedule change, severe weather, death in the family or a medical emergency.

**Accident Clean-ups:** We know accidents happen! If it is a minor spot clean and is quick to clean up, no fee will be added. If your pet has an accident inside your house or inside his/her crate that requires additional time beyond the scheduled visit to clean up, it will be billed at the standard rate of \$1 per minute.

### **We charge a little more for pet services on major holidays:**

Daily visits: \$10 additional to normal rate

Overnights: \$20 additional to normal rate

Major holidays include but are not limited to: Easter weekend, Memorial Day Weekend (Friday-Monday), July 3-5, Labor Day Weekend (Friday-Monday), Thanksgiving week and following weekend and December 23rd through January 2nd.

**Food, Supplies and Medication pick up:** In the event you need us to run to the store or vet to pick something up for you, we are happy to do so within a 10 mile radius.

Cost: \$20 (plus the cost of supplies) per trip

**Payments:** We accept cash, check, and Venmo. Please make checks payable to "Feed Play Love Pet Care" or "FPL". A \$25 fee will be added for any checks returned and we will no longer accept checks as a form of payment. We accept up front payment for services, and if there are any changes, we will issue a refund or credit as required. Weekly service payment is due no later than the last day of the work week (Friday) each week. Overnight service payments: A minimum of 50% of the total is to be paid when the service is scheduled. The remaining balance must be paid on the first day of the service. Any outstanding invoiced will be assessed a 15% late fee every 7 days past due.



## Contract and Legal Considerations

This Agreement is entered into by and between Feed Play Love Pet Care (“Sitter”) and \_\_\_\_\_ (“Client”). Client wishes to engage Sitter to provide pet-sitting services to Client in accordance with the following terms. For valuable consideration, the receipt of which is hereby acknowledged, the parties agree as follows:

- 🐾 Deposit of 50% of overnight services is due at time of reservation for all overnights requested on Holidays observed (see Terms of Service). **Reservations are not held** until Feed Play Love Pet Care receives the deposit for bookings over Holidays. Full payment due at beginning of reservation, before services will begin.
- 🐾 Unpaid service may be cancelled by Sitter without notice, including prior to or during the service period.
- 🐾 Overnight Cancellation Charge Schedule effective 10/01/2019 (% applies to entire service period total):
  - 30 calendar days are required to cancel any overnights scheduled on a Holiday for a refund**
  - 0 - 48 hours** prior to overnights, and/or Holidays: Payment in full is charged (no refunds)
  - 2 - 7 days** prior to service: 50% of service total is due (50% refund)
  - 8 days** prior to service or more: No charge, refund in full (excluding recognized Holidays)
- 🐾 Reservations are made to plan Sitter availability to clients. Therefore, Clients returning home early will still be required to pay for the total reserved amount of time scheduled, including travel time.
- 🐾 Feed Play Love Pet Care is not responsible for wilted, dead or otherwise unhealthy plants. Feed Play Love Pet Care will use commercially reasonable efforts to follow Client’s written directions set forth in the Service Request regarding plant care, but shall not be held responsible for any loss of or damage to plants. ***Please place all indoor plants together on a waterproof surface in plain sight***, as Sitter is not responsible for water damaged areas or missed plants.
- 🐾 Feed Play Love Pet Care is not responsible for any loss of or damage or injury to the pet(s), home or personal property, including but not limited to all appliances such as washer and dryer of the Client or others unless caused by the gross negligence or willful misconduct of Sitter. In the event of damage to the home or personal property that, in Sitter’s commercially reasonable judgment, requires notification to Client prior to Client’s return home, Sitter will use commercially reasonable attempts to contact the Client, and then Client’s emergency contact as set forth in the Service Request. If Sitter is unable to reach Client or Client’s emergency contact, Sitter will use Sitter’s sole, reasonable discretion in determining how to address the damage. All repairs and related fees (including emergency service time and coordination fees) will be paid by the Client, or fully reimbursed to Feed Play Love Pet Care within 7 days, unless such damage was caused by the gross negligence or willful misconduct of Sitter. Notwithstanding the foregoing, in no event will Sitter be liable for any damages to the home or personal property whatsoever caused by the pet, including but not limited to damages caused by urination, defecation, vomit, chewing, biting, scratching, or any any other means.
- 🐾 Feed Play Love Pet Care agrees to remain insured through PSA or a comparable pet sitting liability insurance entity during each service period. Feed Play Love Pet Care accepts no responsibility for loss to the premises if other individuals have access to a Client’s home, or if the home is not properly secured.
- 🐾 At the time that service is booked, Owner will notify Sitter of everyone who has been granted access to the home during the service period. Sitter, at Sitter’s sole discretion, may deny entry to any individual not listed as an individual who has been granted access to the home.
- 🐾 Feed Play Love Pet Care is not liable for any loss or damages in the event of a burglary or other crime that may occur while under this Agreement. Client agrees to secure home prior to leaving the premises. Feed Play Love Pet Care will use commercially reasonable efforts to re-secure the home in accordance with Client instructions at the end of each visit.

- 🐾 Client represents and warrants that he or she has the legal right to place the animals listed in the Service Request in the care of pet sitters, kennels, and veterinary clinics. The Sitter cannot service a home with “visiting” pets or animals that do not belong to Client without a separate agreement, accepted and signed by each rightful owner(s).
- 🐾 Client represents that the dog has not been exposed to Distemper, Rabies or Parvo within the last thirty days; that the dog is currently and properly licensed; and that unless otherwise disclosed to Sitter, the dog has not caused harm to, or demonstrated aggressive or threatening behavior toward any human being and/or another animal.
- 🐾 The terms of this Agreement apply to all the pets owned by the Client, including any and all new pets that the Client obtains on or after the date this Agreement was signed, at any and all locations the Client designates for service.
- 🐾 Client is responsible for pet-proofing house and yard, and the security fences/gates/latches. Feed Play Love Pet Care will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.
- 🐾 Feed Play Love Pet Care is authorized to seek any veterinarian assistance needed during visits, as determined in Sitter’s sole discretion, at the cost of the Client, from any veterinarian as chosen by the Sitter. However, Sitter is not responsible for the health/well being of the animal.
- 🐾 Client 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. Client authorizes any purchases necessary for the satisfactory performance of duties. Client agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Feed Play Love Pet Care within 14 days for all purchases made.
- 🐾 Client will be responsible for 100% of all medical expenses and damages resulting from an injury to Sitter or any employee, contractor, or agent of Sitter, or other persons or animals, caused by the pet. Client agrees to indemnify, hold harmless, and defend Feed Play Love Pet Care, its owners, agents, contractors, and employees, in the event of a claim by any person injured by the pet.
- 🐾 It is suggested that arrangements be made with someone to evacuate Client’s pets in case of a disaster or weather related event/crisis/”Code Red”. Feed Play Love Pet Care will use commercially reasonable efforts to tend to the pet’s safety/care should such events occur, but cannot guarantee it.
- 🐾 This Agreement permits Feed Play Love Pet Care to accept all future telephone, online, mail or email reservations and provide service without additional signed agreements.
- 🐾 Feed Play Love Pet Care may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or any pet sitter. If concerns prevent Sitter from continuing for a pet, the Client authorizes the pet to be placed in a kennel, or previously arranged locale if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, are to be the responsibility of the Client, and shall be paid to Feed Play Love Pet Care within 14 days.
- 🐾 Feed Play Love Pet Care agrees to provide agreed upon services in a commercially reasonable manner. In consideration of the services and as an express condition thereof, the Client expressly relinquishes any and all claims against Sitter and its owners, agents, contractors and employees, except those arising from gross negligence or willful misconduct of Sitter. Claims of negligence that involve an independent contractor hired by Feed Play Love 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. IN NO EVENT SHALL SITTER’S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE TOTAL AMOUNT PAID OR PAYABLE PURSUANT TO THIS AGREEMENT.
- 🐾 Client agrees to discuss any concerns with Feed Play Love Pet Care within 24 hours of return after service.
- 🐾 This Agreement is valid from the date signed, and replaces any prior agreements. Client agrees to any future Feed Play Love Pet Care term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on Feed Play Love Pet Care’s website under the heading Terms .

- ☛ Client grants to Feed Play Love Pet Care, its agents, contractors and employees the right to take photographs and/or video of Client and/or Client's pet, and to copyright, use and publish the same in print and/or electronically without any additional compensation or payment to Client. Client agrees that Feed Play Love Pet Care may use such photographs and/or videos of Client and/or Client's pet with or without Client's name and for any lawful purpose, including, for example, such purposes as publicity, illustration, advertising, and Web content. If Client does not want to consent to this use, Client must notify Sitter in writing upon execution of this Agreement. Client hereby releases and discharges Sitter, its agents, contractors, and employees, including photographers and videographers, from any and all legal liability, damage, loss, claim, or demand that may arise out of or in connection with the use of such media, including without limitation any and all claims for defamation, infringement, moral rights, or violation of any right of publicity or right to privacy, arising from the use of the photographs or video. The terms of this provision will survive termination of the Agreement.
- ☛ Either party may terminate this Agreement by giving thirty days written notice to the other party. In addition, This Agreement shall terminate immediately if, in Sitter's sole judgment, the dog is dangerous or vicious to Sitter or any other person or animal.
- ☛ If, at the completion of the service period, Client does not return or otherwise does not retrieve the dog(s), Sitter shall notify Client by certified mail that the dog will be held for an additional ten days following the date of the mailing notice. At the end of the ten day period, if there is no response from Client, the dog may be sold at public or private sale. The proceeds of such sale shall be first applied to the charges of Sitter, and the balance, if any, shall be returned to Client. Client shall be charged Sitter's daily rate for any additional days following notice to the Client.
- ☛ If any provision of this Agreement is held to be invalid, illegal, or unenforceable, the validity, legality, or enforceability of the remainder of this Agreement shall not in any way be affected or impaired. The failure of either party to exercise in any respect any right provided for herein shall not be deemed a waiver of any right hereunder. This Agreement constitutes the entire agreement between the parties and supersedes all prior or contemporaneous written or oral agreements between them or any of their affiliates, with respect to the subject matter contained herein. This Agreement may not be modified or altered except by written instrument executed by Sitter.
- ☛ Client represents and warrants that he/she has read this Agreement in its entirety and fully understands and accepts its terms and conditions.

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

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

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



## Feed Play Love Pet Care – Veterinary Release Agreement

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In the event that any of my pets or large animals appears to ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Feed Play Love Pet Care, I give permission to Feed Play Love Pet Care 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 Feed Play Love Pet Care 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 Feed Play Love Pet Care 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 Feed Play Love Pet Care care providers to use their best judgment in handling these situations, and I understand that Feed Play Love Pet Care 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 7 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by Feed Play Love Pet Care for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 7 days of each incident.

I further authorize Feed Play Love Pet Care 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 Feed Play Love Pet Care of any signs of injury or possible illness before any visit as soon as the condition appears. Feed Play Love Pet Care reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Feed Play Love Pet Care strives to provide clean, safe service to each of our clients. In doing so, Feed Play Love Pet Care 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 Feed Play Love Pet Care cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within Feed Play Love Pet Care' 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.

Vet/Clinic Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone number: \_\_\_\_\_

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Client/Owner Name: \_\_\_\_\_

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

Pet Name(s): \_\_\_\_\_