

Woof and Hoof



Pet Sitting Services

Pet Sitting Registration Packet



Welcome to Woof & Hoof Pet Sitting!

We are pleased that you have chosen us to provide in-home care for your pets. Our mission is to provide the very best quality pet care by treating our client's pets as if they were our own. We want to make leaving your pet to enjoy your workday or vacation easier and less stressful with our variety of pet care services.

We know pets also want to have fun and need daily exercise. Play is an important element in a pet's life. We strive to ensure your pet is always playing/exercising in a safe environment.

Enclosed is your Registration Packet for pet sitting. Please print a copy of this packet and complete all forms prior to your scheduled initial consultation. At the initial consultation, your pet sitter will review the materials with you and answer any questions you may have.

This Registration Packet contains:

- Services and Pricing Guide- please sign and date
- Client Information Form- please fill out in its entirety
- Pet Information Form- please complete one form for each pet in the household
- Key Handling Form- please sign and date
- Vet Authorization Form- please sign and date
- Service Contract- please sign and date
- Credit Card Authorization Form- this form is optional for credit card processing
- Apartment Authorization Form- this form is required if you live in an apartment building
- Pet Sitting Overnight Form- this form is required if you are using our Overnight service

In addition, please have a copy of your house key ready to provide to your sitter. This copy will be securely stored in our office for use by pet sitter.

We want to ensure your initial consultation goes smoothly and that your experience with Woof & Hoof is a positive one. Please feel free to contact us if you have feedback, questions, or concerns. I can be reached by email at woofandhoofpetsitting@gmail.com or by calling 615-438-1680

Sincerely,

Angela Flesch

Owner/Operator



Initial Consultation (Free)- Initial meeting and interview with your sitter to ask/answer questions, provide key, and review paperwork.

Midday dog walks(\$15)- Standard 25 minute visit between 10am-4pm with a guaranteed two-hour window. An Extra Pet Fee is applied for each additional dog. An Extra 10 Minute Fee is applied to increase the length of visit. A Dog Wash Fee is applied for bathing of pet.

Pet Sitting tank/small cage animals (\$10)- Standard 15 minute visit. An Extra Pet Fee is applied for each additional tank/cage animal.

Pet Sitting (\$17)- Standard 30 minute visit before 10am and/or after 4pm. An Extra Pet Fee is applied for each additional pet. An Extra 10 Minute Fee is applied to increase the length of visit. A Dog Wash Fee is applied for bathing of pet.

Pet Sitting Livestock (\$25)- Standard 60 minute visit. Initial price for 1 animal. Each additional animal (add \$3) up to 5 animals. 6+ animals is a flat fee of \$50 for 60 minute visit. An Extra 10 Minute Fee is applied to increase the length of visit.

Overnight Visits (\$75)- An employee will stay in your home overnight. Please indicate your preference when making reservation. **Option A:** Sitter conducts a 30 minute PM pet sit between 5pm-7pm and returns to the house at 10pm to spend the night. **Option B:** Sitter arrives at 8pm to spend the night, walking and feeding upon arrival. Both options include another walk/potty break before bedtime and a walk and feed in the morning before the sitter leaves for the day.

Pet Vacation (\$50)- Maximum of 2 pets stay at Pet sitters home and enjoy the freedom and comforts of a home while being cared for like one of their own. This price is per night and includes walks, play time, food, and drink and all the attention your pet enjoys! Your pet must get along well with pet sitter's animals which will be discussed upon consultation or on request!

Extra Pet Fee (\$3)- Applied per visit for each additional pet in the home in which we are providing care.

Extra 10 Minute Fee (\$10 per visit)- This option allows you to increase the length of the visit in 10-minute increments.

Dog Wash (\$10)- Can be added to pet sitting or midday dog walks. Pet will be bathed at the end of visit in owners home.

Nail Clip (\$5)- Can be added to pet sitting or midday dog walks.

Holiday Surcharge (\$10 per visit)- A nonrefundable surcharge that is applied per visit to any midday walk or pet sitting service scheduled during holiday times.

2016 Holidays- Jan. 1, Feb 14-16, Spring Break Week, May 26-29, July 3-5, Sept 3-5, Nov 26-29, Dec 24-27, Dec 31

Misc. Billing Fees- Late Payment Fee (\$20), Returned Check Fee (\$20), Cancellation fee within 23hrs (\$25)



Services and Pricing Guide

Cancellation Policy: Midday dog walking cancellations must be received by 5pm the business day prior to scheduled service, otherwise full fees apply. Pet Sitting cancellations require 24-hour notice. Cancellation within 23 hours of first scheduled visit will be fined \$25. Failure to inform business of cancellation of service risks entire bill being charged.

Client Signature _____ Printed Name _____ Date _____



Client Information Form

It is important that you provide all of the information below so that we have the correct contact information on file. Please note Woof & Hoof uses email to send invoices and confirmation of reservations or cancellations. Please be sure to provide a valid email address. If any of the information below changes, please contact our office so we may update your records.

Primary Owner

First Name _____ Last Name _____
 Address _____ City _____ State _____ Zip _____
 Home Phone _____ Work Phone _____ Cell Phone _____
 Email _____

Which phone number is best to contact you during business hours?

Secondary Owner ***Authorized to schedule service & make decisions regarding the care of your pet***

First Name _____ Last Name _____
 Work Phone _____ Cell Phone _____
 Email _____

Emergency Contact***In the even that the Primary or Secondary contacts are unreachable***

First Name _____ Last Name _____
 Home/Work/Cell Phone _____

How did you hear about Woof & Hoof Pet Sitting Services?



Pet Information Form

**** More than one pet? Please complete the next two pages for each pet in your household****

Name of Pet _____ Type (e.g. lizard, fish, cat, dog, horse) _____

Breed/Description _____ Birthday/Age _____

Sex **M / F** Spary/Neuter **Y / N** Estimated Weight _____

Feeding Instructions	Medication Instructions
Allergies?	Health Issues (Past or Current)?
Morning	Morning
Midday	Midday
Evening	Evening

Behavior Information

1. Has your pet ever bitten a person or another animal? **Y / N**
If yes, please describe in detail.
2. Please describe your pet's behavior towards new people.
3. Has your pet had any formal training? If so, what type?



Pet Information Form

4. Does your pet know any cues that you would like us to use? Please describe.
5. Please describe your pet's behavior around food and water dishes, toys and treats.
6. How would you describe your pet's personality?

General Instructions

1. Best places to park? Are parking passes or permits needed?
2. Where will your pet be when the sitter arrives (crated in bedroom, free roam of the house, barn)? Any places where your pet may hide?
3. Where should the sitter leave your pet at the end of their visit?
4. Location of leashes, litter boxes, carriers, etc?
5. Location of food and treats?
6. Location of cleaning supplies?
7. Location of trash for pet waste?
8. Do you have specific instructions for walking in extreme weather (heat, cold, rain, snow)? Please describe.



Pet Information Form

Additional Instructions for Midday Dog Walking Clients Only

1. In the event of a last minute emergency and your primary sitter cannot conduct the visit, do you prefer we skip the visit but notify you or send a sub and notify you so that there is no interruption to service?

Skip but notify me_____

Send sub and notify me_____

Other_____

2. Please select a 2-hour time preference. This is the timeframe your dog walker will arrive to your home.

10-12 11-1 12-2 1-3 2-4 anytime between 10-4

3. Please circle the days of the week that you would like weekly service.

Mon Tue Wed Thur Fri or: occasional service(I will make a reservation each week)

4. I would like midday service to begin on (Date)_____

Please provide any additional instructions that you would like to pass on to your dog walker.



Key Handling Form

At your initial consultation, please provide your sitter with a house key. This set of key will be kept securely in our office and only used for the purpose of caring for your pet. If you live in an apartment complex, please also provide the sitter with a key pass to enter and exit your building.

I have provided Woof & Hoof with the following:

- **Number of keys and doors they open:**

- **Home security system information:**
 - Where is the security system keypad located?
 - Alarm code + any additional keys to enter before or after the code:
 - How long does sitter have before the alarm is triggered?

- **Describe any special instructions that are helpful for someone who has never accessed your home (such as door sticks, never lock deadbolt, hide-a-key location, or security card to access your building).**

- **If apartment building, and sitter will need concierge assistance for access, what are concierge hours?**

I furthermore agree to and understand the following:

- Woof & Hoof does not make backups for client keys.
- Woof & Hoof has permission to provide my keys to any employee that will be conducting services.
- Client further understands that if the services of a locksmith are required in order to access your home, client is responsible for all locksmith charges and any additional time the sitter is required to wait at the home until locksmith arrives.
- If service is cancelled, key will be retained in office until all bills are paid in full. Thereafter the key will be returned to owner.
- If client has no service activity for a period of 12 consecutive months, the client's file will become inactive and Woof & Hoff will dispose of client's key after final bills are paid in full.

Printed Name _____ Client Signature _____ Date _____

Vet Authorization Form



Vet Information and Release Form

Name of Vet/Clinic _____

Address _____

City _____ State _____ Zip _____

Phone _____

This facility offers emergency service after regular hours: **Y / N**

Name of After Hours Facility, if different than above _____

Address _____

City _____ State _____ Zip _____

Phone _____

I understand that in the event of an emergency, Woof & Hoof will make every attempt to contact me. In the event that I cannot be reached, I authorize the following:

In the event of illness or injury, I authorize Woof & Hoof to seek appropriate medical treatment for my pet. I understand that every effort will be made to take my pet to the vet clinic specified on the emergency form if the situation permits however; Woof & Hoof has the authority to seek treatment at any veterinary clinic.

Furthermore, I agree to reimburse Woof & Hoff within 14 days of incident for veterinary fees and all related costs including transportation in any amount up to \$_____ **(please specify dollar amount per pet, Common amounts are \$200, \$1000, or unlimited).**

This release does not expire and will remain valid for all future Woof & Hoof services.

Client Signature _____ Date _____

Printed Name _____



3264 Foster Chapel Rd. Columbia, TN 38401

615.438.1680

Pet Sitting & Dog Walker Service Agreement

Client desire to engage Woof & Hoof Pet Sitting Service, its employees, members, agents and representatives ("Woof & Hoof") to obtain care and services provided by Woof & Hoof (the "Services") for Client's pet(s) (the "Pets"), and Woof & Hoof agrees to provide Services in accordance with the terms and conditions of this Service Agreement (the "Agreement").

In consideration of the following terms and conditions, and other good and valuable consideration hereby acknowledged by fithe parties hereto, Client and Woof & Hoof agree as follows:

1. Client authorizes and engages Woof & Hoof to perform the Services as set forth herein and in the price sheet provided to Client (the "Price Sheet") for the time period(s) as requested by Client ("Scheduled Period"). During any Scheduled Period, fees for Services will be calculated pursuant to the Price Sheet, which may be modified from time-to-time by Woof & Hoof in its sole discretion. If Client determines that any Services scheduled during the Schedule Period are no longer required, Client must notify Woof & Hoof promptly, and in no event less than the period of time specified in the Price Sheet to avoid being charged for any such Services.
2. In the event of an emergency (e.g., injured pets, severe weather, broken pipes, natural disaster, fire, etc.), Woof & Hoof is hereby authorized to take all measures deemed necessary or advisable by Woof & Hoof in its sole and absolute discretion in caring for Pets and Client's property (including without limitation emergency veterinary care for Pets and emergency repair services for Client's home) and Client agrees to defund, indemnify and hold harmless Woof & Hoof, employees, members agents and affiliates from all liabilities, claims and expenses, including reasonable attorneys fees, that arise from or relate to such decisions. In the event of such an emergency, Client shall immediately reimburse Woof & Hoff for expenses incurred, plus any additional fees or expenses for attending to such an emergency. Furthermore, Client is responsible for providing keys to acces their home or building. Any locksmith fees incurred as a result of providing faulty keys is the financial responsibility of the Client.
3. Client shall promptly pay all invoices from Woof & Hoof and may be required to pay certain fees in advance as determined by Woof & Hoof. Late fees, handling fees for returned checks and other fees shall be payable as set forth in the Price Sheet. Client shall pay interest charges at the lesser rate of one and one-half percent (1.5%) per month or the maximum rate permitted by law on past due invoices. Client will be responsible for all costs and fees associated with collection proceedings, including attorneys' fees, for all amounts more the forty-five (45) days past due.
4. Client represents and warrants that Pets are currently vaccinated in accordance with all local and state laws and regulations. Client agrees to indemnify, defend and hold harmless Woof & Hoof, its respective employees, members, agents and affiliates from all liabilities, claims and expenses, including reasonable attornneys fees, that arise from or relate to Pets' behavior, including without limitation property damage, personal injury or death caused by Pets.
5. WOOF & HOOF PROVIDES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES AND DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FRO A PARTICULAR PURPOSE. IN CONSIDERATION OF THE SERVICES AND AS AN EXPRESS CONDITION THEREOF, THE CLIENT EXPRESSLY WAIVES AND RELINQUISHES ANY AND ALL CLAIMS AND LIABILITES OF ANY KIND AGAINST WOOF & HOOF ARISING FROM OR RELATING TO THE SERVICES OR THIS AGREEMENT, EXCEPT THOSE ARISING FROM THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF WOOF & HOOF. WITHOUT LIMITING THE FOREGOING, IN NO EVENT SHALL WOOF & HOOF NOT BE LIEABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THIS AGREEMENT, EVEN IF WOOF & HOOF HAS BEEN INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES; IN NO EVEN SHALL WOOF & HOOF'S TOTAL AND AGGREGATE LIABILITY HEREUNDER EXCEET THE AMOUNT PAID BY CLIENT TO WOOF & HOOF HEREUNDER.
6. Either party may terminate this Agreement at any time for any reason or no reason by providing the other party with notice of such temination. This Agreement constitutes the entire agreement between the parties in connection with the subject matter hereof and supersedes all prior and contemporaneous agreements, understandings, negotiations and discussions between the parties, whether oral or written. The validity, construction and performance of this Agreement shall be governed by and constued in accordance with the substantive law of the Commonwealth of Tennessee, without regard to conflicts of law provisions. If any provision of this Agreement or the application of any such provision shall be held to be contrary to law, the remaining provisions of this Agreement shall remain in full force and effect to the maximum extent permissible.

IN WITNESS WHEREOF, the parties hereto have excuted this Agreement as of the date first written above.

Client Signature _____

Printed Name _____ Date _____



Credit Card Authorization

I authorize Woof & Hoof to automatically charge the credit card, listed below, as payment for invoices for any and all future Woof & Hoof services. I understand that Woof & Hoof will provide me with an invoice either by US Mail or email disclosing the amount of charges.

Client Information

Name (as it appears on the card) _____

Billing Address _____ City _____ State _____ Zip _____

Contact Number _____ work / cell / home (please circle)

Email Address _____

Credit Card Information

Account Number _____

Expiration Date _____

VCode _____ (3 digit code on back of card)

Visa / MasterCard / Discover (please circle)

**Note: we do not take AMEX*

I understand that this information will be retained on file for any future invoice charges. If you would like to change your credit card information, you will need to submit a new form to our office.

Client Signature _____ Date _____

Printed Name _____



Apartment Authorization Form

For 24-Hour Concierge Staff

******Please print and provide a copy to your 24-hour concierge desk******

Woof & Hoof will also retain a copy on file at our office

I, _____ reside in Apartment Complex Name _____
Apartment # _____.

I hereby give authorization for a Woof & Hoof representative to be allowed entrance into our building to care for my pet. The Woof & Hoof employee will have a business card for proof of identification. They already have the keys to my unit.

Property Management has been apprised of this request. There is also a copy of my service contract and this authorization form on file at Woof & Hoof's office.

Please keep this copy at your 24-hour concierge desk.

Thank you.

Tenant Signature

Date

2nd Tenant Signature



Overnight Form

To give you the best overnight service, we require the information listed below before you schedule service. This will allow us to provide detailed instructions to the sitter on the care of your pets and the use of your house while you are away. Please provide any additional comments or "house rules" as you see apply.

What type of overnight do you prefer to have scheduled? Option A, where a sitter does a PM petsit in the early evening and then returns at 10pm to stay over, or Option B, where a sitter arrives at 8pm and stays straight through? If you are flexible or have no preference please indicate that as well.

Where would you like the pet sitter to sleep?

Where would you like the pets to remain overnight?

Are there any rooms that are off limits to the pets?

Please verify feeding instructions including location of food in the house.

It is important to ensure you provide enough food for the days you will be away, but in case the food was to run out please tell us the brand of food your pet(s) eat and where it can be purchased.

If applicable please verify medications names and instructions.

Do you want the pet sitter to answer your phone in case someone calls?

Please provide an emergency contact (name and phone number) the sitter can call if necessary. Does this person have a key to your home?

Will anyone else have access to enter your home while you are away? If so, please give their name and phone number. Will they be participating in the care of the pets?



Overnight Form

What vehicles will be on premises? If applicable, can your sitter use your driveway to park their own car?

Is the pet sitter authorized to use appliances/facilities? (TV, refrigerator, microwave, shower, etc)

In case of an emergency where is the fuse box located? Where is the main water shut-off?

Additional comments: