



## **Pet Vacations at Home, Inc.**

### **New Client Packet**

**Thank you for choosing Pet Vacations at Home, Inc.!**

#### **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) (You may want to make a copy for yourself also)
- 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.

#### **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.



## 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>		<b>Other Notes:</b>	

***Pet Vacations at Home, Inc.***

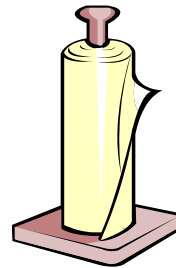
**Suggested Leave-Out Checklist**



Muddy Paw Towels or Rags  
Paper Towels – 2 rolls  
Can Opener & Spoon  
Plants (waterproof surface)  
Leashes & Harnesses  
Injection Materials  
Amount tags on feeding bins  
Reminders & Changes  
Broom, Dustpan & Vacuum  
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).



Watering Can,  
Medicines,  
Name tags &  
Carpet Spot



**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!

**Pet Vacations at Home, Inc.**

[www.petvacationsathome.com](http://www.petvacationsathome.com)



## Pet Vacations at Home, Inc., – Legal Considerations

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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.

- There will be a **\$20 service charge** for each returned check.
- Pet Vacations at Home, Inc., is not responsible for wilted, dead or otherwise unhealthy plants. Pet Vacations at Home, Inc., 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.
- Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., within 14 days.
- Pet Vacations at Home, Inc., 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. Pet Vacations at Home, Inc., 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.
- Pet Vacations at Home, Inc., 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. Pet Vacations at Home, Inc., 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.
- 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. Vacations at Home, Inc., 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.
- Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., 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". Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Pet Vacations at Home, Inc., reserves the right to terminate this contract at any time 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.
- Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., 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.

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Client/Owner Name:

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

Pet Vacations at Home

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



## **Pet Vacations at Home – Veterinary Release Agreement**

# **VR**

**In the event that any of my pets 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 Pet Vacations at Home, Inc., I give permission to Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., to inform the clinic or veterinarian of my requested total diagnosis and treatment limit of \$\_\_\_\_\_ (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 Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., care providers to use their best judgment in handling these situations, and I understand that Pet Vacations at Home, Inc., 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 Pet Vacations at Home, Inc., for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident. I further authorize Pet Vacations at Home, Inc., 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 pet at the site of service will be current on its vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its vaccinations throughout each service visit period.

I agree to notify Pet Vacations at Home, Inc, of any signs of injury or possible illness before any visit as soon as the condition appears. Pet Vacations at Home, Inc., reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Pet Vacations at Home, Inc., strives to provide clean, safe service to each of our clients. In doing so, Pet Vacations at Home, Inc., 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 Pet Vacation at Home, Inc., cares for one or more of my pets. I understand that this agreement applies to all of the pets Pet Vacations at Home, Inc., 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.

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

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



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

Owner:

Pet Name:

Length of Time Owned:

Pet Type: Dog / Cat / \_\_\_\_\_

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

Table with 4 columns: Feeding type (Dry, Wet, Medication, Water, Treats), Brand/Amount/Location, Time of day (Morning, Afternoon, Dusk, Night), and Procedure/Notes.

Pet's Living Area:

Table with 2 columns: Outdoor access rules (NOT allowed, ONLY allowed on leash, fenced yard, etc.) and Indoor/Restricted area rules (Allowed on furniture, Restrict pet area, etc.).

Owner:  Pet:

**Emergency Care:** \*Placing Credit Card on file at vets office is recommended

Vet Name: \_\_\_\_\_ Pet Allergies: \_\_\_\_\_  
Clinic 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 Pooh 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: \_\_\_\_\_