

Client Information

NAME: _____

ADDRESS: _____ ZIP CODE: _____

PHONE: _____ CELL: _____

WORK: _____ EMAIL: _____

HOW DID YOU HEAR ABOUT US?: _____

EMERGENCY CONTACTS

NAME & PHONE NUMBER: _____ RELATIONSHIP: _____

NAME & PHONE NUMBER: _____ RELATIONSHIP: _____

OTHERS WHO HAVE ACCESS TO THE HOME (family, neighbor, cleaning service, etc.)

NAME & PHONE NUMBER: _____

NAME & PHONE NUMBER: _____

LANDLORD/PROPERTY MANAGER: _____

Home Information

PREFERRED DOOR OF ENTRY: ___ FRONT ___ SIDE ___ GARAGE/BACK

KEYS PROVIDED FOR: ___ DOOR HANDLE ___ DEADBOLT

KEEP KEYS ON FILE (2 sets of keys are needed): ___ YES ___ NO (Key return/pick-up fee - \$10)

HOME EQUIPPED WITH AN ALARM SYSTEM: ___ YES ___ NO

IF YES, INSTRUCTIONS: _____

ALARM CO. (Name, contact, phone): _____

LOCATION OF MAIN WATER AND GAS TURN-OFF: _____

LOCATION OF ELECTRIC PANEL BOX: _____

LOCATION OF FIRE EXTINGUISHER: _____

NOTES:

Pet 'N Play

Pet Profile

Pet's Name: _____ (Dog Cat Other) Sex: M or F

Age: _____ Breed: _____ Color/Markings: _____ Neutered or Spayed

Rabies tag #: _____ Date rabies shot expires: _____ Microchip: Yes No Declawed: Yes No

Feeding Instructions Where kept: _____ Grazes: Yes No

What, when, how much: _____

Food Allergies: Yes No _____

Medications: Yes No Instructions (How/when to give, where kept): _____

Traits: Favorite hiding places: _____

Favorite game: _____ Favorite toy: _____

Likes to be brushed/petted: Yes No Allowed to have treats: Yes No Friendly with strangers: Yes No

Fearful of loud noises: Yes No Shows aggressive behavior: Yes No Does your pet bite: Yes No

Dogs: Dog's favorite walking route: _____

Walks well on leash: Yes No Harness or choke collar for walks: Yes No Will go out in rain: Yes No

Friendly with other dogs: Yes No Friendly with children: Yes No Prone to chewing: Yes No

Obeys basic commands: Yes No Commands: _____

Cats: Likes to be held: Yes No Allowed outdoors: Yes No Tries to escape: Yes No

Will not eat when stressed: Yes No Prone to vomiting: Yes No Uses litter box reliably: Yes No

Locations (Where to find items in your home in case they are required during our visits):

Leash and collar: _____ Pet towels: _____ Toys : _____

Cat litter and litter box: _____ Cat/Dog Carrier: _____ Cleaning Supplies: _____

Trash bags and indoor trash can: _____ Outdoor Garbage cans and recycle bins: _____

NOTES (special routines, behaviors, etc.): _____

Veterinary Instructions and Release Form

This form will be retained on file and will be used to authorize veterinary treatment in the event that your pet(s) require treatment during your absence, while in our care, and we are unable to contact you at the time. Should you change veterinarians please notify Pet 'N Play before service dates. This form **MUST** be signed to authorize treatment.

Client Name: _____

Pet 'N Play will make every effort to use your primary veterinarian or veterinary clinic. However, if it is not practical to do so, Pet 'N Play reserves the right to utilize the services of any available emergency veterinary clinic. The following information will be helpful if the clinic we utilize requires documentation from your primary clinic.

Primary veterinary clinic: _____

Address: _____

Phone: _____ Name of preferred doctor: _____

To whom it may concern: During my absence a representative of Pet 'N Play will be caring for my pet(s). I give Pet 'N Play my permission to transport my pets to my veterinarian (or to an emergency clinic). In the event I cannot be reached I authorize Pet 'N Play to act as an agent on my behalf regarding my pets' medical care. I accept full responsibility for charges incurred in the treatment of my pet(s), not to exceed the following amounts for each pet:

Pet Names & Descriptions	Pet Age	Maximum Amount
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
Total cost for all pets not to exceed		\$ _____

Ongoing/Current/Past health issues:

Pet(s) Name	Health Issue
_____	_____
_____	_____
_____	_____
_____	_____

Pet Health Insurance (Company name, policy number, contact number): _____

In the event that the unthinkable happens, and your pet(s) passes away while you are away,

Would you prefer: ___ To be contacted immediately OR ___ Contacted at end of trip prior to returning home

Should we follow all vet recommendations, including euthanizing: ___ Yes ___ No, wait to hear from us

Disposition of the body: ___ Cremate (___ private or ___ group) ___ Hold until return (if possible)

Note: additional costs may apply

I authorize veterinary treatment for my animal(s) during my absence. I understand that Pet 'N Play assumes no responsibility for the loss of any pet and is released from all liability related to transportation, treatment and expense. I assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered including, but not limited to, diagnosis, treatment, cremation, medical supplies and boarding. Such payments will be made within 15 days of the initial incident. I agree to pay Pet 'N Play all other necessary expenses incurred within 15 days of the initial incident.

Signed: _____ Date: _____

Terms and Conditions of Service

1. Pet 'N Play agrees to provide dog walking, home, and pet sitting services in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against Pet 'N Play, its employees or assigns, except those arising from proven negligence of the pet sitter.

2. Client agrees to pay all charges accrued for the services stated in the Service Agreement and elsewhere. Current rates are posted on the Pet 'N Play web site at www.pet-n-play.com and are subject to change anytime without notice. Payment in full is due prior to first visit for new clients. Monthly invoices are due 15 days from invoice date. A fee of \$30 will apply to all returned checks. Client is responsible for all costs of collection.

3. **Client agrees to abide by Pet 'N Play's Reservation/Cancellation Policy.**

For Daily Dog Walking Service; Reservations: Requests for service made after 5pm the day before, or made on the same day, will incur an additional \$5 charge.

Please note that these last minute requests are not guaranteed, and the time slot requested may not be available. The more notice given, the more likely the request will be accommodated.

Cancellations: No charge for visit if canceled by 5pm the day before a scheduled visit. **1/2 charge** applies for cancellations made after 5pm the day before, or for same day cancellations. **Full charge** will apply if Pet 'N Play shows up for a visit and is not needed, or if already on their way when the cancellation is made (within one hour of the beginning of the scheduled time frame). No charge for any cancellation due to an emergency.

For Vacation/Out-of-Town Service; Reservations: Requests for vacation/out of town service less than **7 calendar days in advance** will incur an additional \$5 per visit late reservation charge, up to a maximum of \$30. Fee may be waived in emergency situations. *Please note that last minute requests for service are not guaranteed, and time slots may not be available. The more notice given, the more likely the request will be accommodated.*

Cancellations: No charge if scheduled service is canceled **7 or more calendar days** in advance, or due to an emergency. **\$30 charge** for service canceled less than 7 calendar days in advance. There is **No Refund** if you return early and no longer need our service. However, we may credit your account in emergency situations.

For Overnight Service; Reservations: **All overnight reservations must be pre-paid in full** and nothing is considered reserved until paid. Requests for overnight service less than **7 calendar days in advance** will incur an additional \$5 per visit late reservation charge, up to a maximum of \$30. *Please note that last minute requests for service are not guaranteed, and time slots may not be available. The more notice given, the more likely the request will be accommodated.*

Cancellations: There are **No Refunds** for overnight service cancellations. However, we may credit your account in emergency situations. Please note that we may, *at Pet 'N Play's discretion*, credit or partially credit your account **if** we can find someone to take your time slots.

Please plan ahead! Make your requests for service in advance, especially during peak times such as school breaks and holidays. We want to ensure we can fit your pet into our schedule. It is never too early to make a reservation, but it could be too late!

4. Pet 'N Play is not responsible for sickness, escape, injury, loss or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of Pet 'N Play. Pet 'N Play is not liable for security of the premises, damages/loss, or injury, loss, or death of Client's pet (s) if other individuals have access to the home during the term of this agreement. Pet 'N Play will not enter into a "shared pet sitting" agreement.

5. Client will be liable for all medical expenses and damages resulting from an injury to the pet sitter, other animals, or other persons by the pet. Client agrees to indemnify and hold harmless Pet 'N Play in the event of a claim by any person injured by the pet.

6. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchases necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to Pet 'N Play within 15 days.

7. Pet 'N Play will make every effort to show up, on time, for every scheduled visit. However, in the case of an emergency, inclement weather, or a natural disaster, Pet 'N Play, at its sole discretion and/or for the safety of its employees, may cancel or adjust the schedule of service as necessary. In the case of cancellation, client, or one of the client's named emergency contacts will be notified immediately.

8. In the case of an emergency, inclement weather, or a natural disaster, the client authorizes Pet 'N Play to use reasonable judgment for the care and well being of client's pet(s) and house, and will make reasonable efforts to maintain service during these conditions. Pet 'N Play will attempt to contact the client before determining the most appropriate course of action. If actions or repairs are deemed necessary to secure the home, minimize further damage or maintain safety of the pet(s), client authorizes Pet 'N Play to take reasonable steps to facilitate necessary actions or repairs. Costs of all repairs and related service fees will be paid by the client, and/or fully reimbursed to Pet 'N Play within 15 days.

9. If, for any reason, Pet 'N Play cannot safely enter client's home and care for pet(s), Pet 'N Play reserves the right to take pet(s) to a local boarding facility, at client's expense. Client releases Pet 'N Play of liability once pet(s) is at the boarding facility.

10. It is expressly understood that Pet 'N Play shall not be held liable for any damage to client's property, or that of others, caused by client's pet(s) or beyond the control of Pet 'N Play, during the period in which they are in its care. Client has advised Pet 'N Play of all situations, which will relieve it of liability for damage.

11. Pet 'N Play will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors. The client should ensure that any outdoor confinement area is secure and safe for the pet(s).

12. Client agrees to properly secure the home prior to leaving the premises. Pet 'N Play will re-secure the home to the best of its ability at the end of each visit.

13. Client attests to the fact that all licenses and vaccinations required by the state of Michigan and the city and county of residence, are current according to the law.

14. Pet 'N Play reserves the right to refuse service to any client, at any time, for any reason. Pet 'N Play reserves the right to terminate this contract at any time and for any reason, with notice to client. Client may terminate this contract at any time and for any reason, with notice to Pet 'N Play.

15. Client authorizes this contract to be valid approval for future services so as to permit Pet 'N Play to accept all telephone, online, mail or email reservations and enter client's home without additional signed contracts or written authorization. The terms of this document apply to all pets owned by the client, including any and all new pets that the client obtains on or after the date this document was signed. This signed document gives Pet 'N Play and its representatives authorization to enter the client's listed address as needed to perform the services as outlined in the Service Agreement and elsewhere.

16. As it may be necessary from time to time to make changes, additions, deletions or updates to the Terms and Conditions of Service, the most recent Terms and Conditions of Service may be found on the Pet 'N Play web site, and will be in effect when published.