

## Client Profile

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

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

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Wk Phone: \_\_\_\_\_

Hm Phone: \_\_\_\_\_ Mobile Phone / Pager: \_\_\_\_\_

Other \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Daily updates?  Yes  No How preferred? \_\_\_\_\_

Do you own or rent your home?  Own  Rent If renting, landlord's name and telephone #  
 (in the event of emergency) \_\_\_\_\_

<u>Emergency Contact</u>	<u>Relationship</u>	<u>Telephone</u>	<u>Key?</u>
_____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No

Does anyone else have access to your property during your absence (housekeeper, gardener, pest control, relative or friends)?

Location of Main water turn off \_\_\_\_\_ Location of electrical panel box \_\_\_\_\_

Do you have homeowner / liability insurance that would cover your home in an emergency, or

Injuries caused, in the event of bites, scratches, mauls, etc.?  Yes  No

If yes, who is your carrier and agent? \_\_\_\_\_

Is there a WEAPON in the house? Y N Which car/truck will be at home? \_\_\_\_\_

Location of pet food / treats / can opener: \_\_\_\_\_

Location of cleaning supplies extra paper towels: \_\_\_\_\_

Location of the inside and outside trash Inside \_\_\_\_\_ Outside \_\_\_\_\_

Would you like Pawsitive Pet Solutions, LLC to bring in mail / newspapers?  Yes  No - is your mailbox locked? Yes No

If Yes, where is the key? \_\_\_\_\_ Box # \_\_\_\_\_

Adjust lighting  Yes  No Adjust Window coverings  Yes  No Radio/TV  Yes  No

Water Plants  Yes  No  Take garbage out - When \_\_\_\_\_

Do you have a security system?  Yes  No Advise Company you are using our service!

Name of Security Service \_\_\_\_\_ Phone \_\_\_\_\_

Entry: \_\_\_\_\_ Exit Code: \_\_\_\_\_ Password: \_\_\_\_\_ Location \_\_\_\_\_

Miscellaneous Instructions \_\_\_\_\_

KEYS:  Keep for future visits  Leave on last visit

\_\_\_\_\_  
 Client Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Pawsitive Pet Solutions LLC

This signed document is authorization to enter the above address for the purpose of pet care or home security checks.

# Pawsitive Pet Solutions LLC

## PET PROFILE

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

**HOW DO YOU DESCRIBE YOUR PET(S) PERSONALITY?**

(FRIENDLY, EASY GOING, ALOOF, APPREHENSIVE OF STRANGERS, ETC.)

**WHERE DO YOU KEEP YOUR PET SUPPLIES?**

FOOD AND TREATS: \_\_\_\_\_

Location of pet(s) food bowls: \_\_\_\_\_

Get water for bowls from: \_\_\_\_\_

TOYS: \_\_\_\_\_

LEASH AND COLLAR: \_\_\_\_\_

DOODY BAGS: \_\_\_\_\_

**WHAT ARE YOUR ANIMAL'S DAILY FEEDING INSTRUCTIONS?**

\_\_\_\_\_  
\_\_\_\_\_

What time are your pets usually fed in the a.m. \_\_\_\_\_ p.m. \_\_\_\_\_

**WHAT ARE YOUR PET'S FAVORITE TOYS?** \_\_\_\_\_

**DOES YOUR PET LIKE TO BE BRUSHED?** \_\_\_\_\_

**GROOMING TOOLS:** \_\_\_\_\_  
(BRUSHES, COMBS)

Location of cleaning supplies and pick-up bags:  
(Towels, Sponges, Broom, Dustpan, Dishwashing soap, bleach, etc.)

\_\_\_\_\_

Are pets secured in home or outside: \_\_\_\_\_

Outdoor potty clean up instructions: \_\_\_\_\_

Indoor potty clean up instructions: \_\_\_\_\_

WHERE DO YOU DISPOSE OF GARBAGE? \_\_\_\_\_  
(INCINERATOR, BASEMENT, ETC.)

Dispose of litter box contents and/or animal waste in:  
\_\_\_\_\_

Location of the inside and outside trash Inside \_\_\_\_\_ Outside \_\_\_\_\_

If your pet(s) go outside, what time do you let your pet(s) out for: First morning potty break \_\_\_\_\_ a.m.  
Last evening potty break \_\_\_\_\_ p.m.

WHAT ARE YOUR DOG'S FAVORITE WALKING ROUTES?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Veterinarian Facility: \_\_\_\_\_

Dr.'s Name: \_\_\_\_\_

Vet Phone: (\_\_\_\_\_) \_\_\_\_\_

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

\_\_\_\_\_  
City State Zip Code

Will the responsibility of pet care be shared with anyone else in your absence?  Yes  No If yes, please give that person's name:

\_\_\_\_\_  
Name Address Phone #

What are the details of the job sharing arrangement?

FOR DOGS ONLY: Is your dog leash trained?  Yes  No If so, does your dog:  Walk on a leash  Pull on the leash

Restrictions:  
\_\_\_\_\_

PLEASE NOTE: The utmost care will be given in watching your pet(s) and home while you are away. However, due to the extreme unpredictability of animals, we cannot accept responsibility for any accidents of any unusual or extraordinary nature. (i.e. bitings, damage to furniture, accidental death, etc.) or any complications when administering medications to the pets(s). Nor can we be liable for injury, disappearance, death, or fines of pet(s) who have access to the outdoors.

By signing below, I agree that the information on this form and attached form(s) is true and accurate to the best of my knowledge.

## **Pawsitive Pet Solutions LLC**

### **Pet Sitting Guidelines and Policies**

1. Pet Sitting visits are 5. days a week beginning at 8:00 A.M. The latest regular visits are scheduled for 5:00 P.M. and on weekends if necessary, but there will be an additional charge of \$5. Bedtime visits are available for \$10 more until 10p.m. There will be an additional \$10 charge for Holiday visits and an additional \$5 for weekend visits.
2. Visit times: Pawsitive Pet Solutions, LLC will visit at the requested times as closely as possible. However, if we are caring for multiple pets, the times may be shifted a little to accommodate our clients. We will do our very best to arrive at the appointed times.
3. Inclement Weather: In the event of inclement weather, Pawsitive Pet Solutions, LLC has requested on your contract the name and phone number of a person living nearby. If Pawsitive Pet Solutions, LLC is physically unable to reach your home due to impassable roads, please provide us with this information so that we can contact this person to request assistance. Your pets' health and well-being is our utmost concern and we will contact you as soon as possible to keep you informed of these events.
4. Additional Pet Care Assistance and Other Scheduled Services: We all want our pets to have all the love and attention they deserve, but please be advised that if there are other persons entering and leaving your home, Pawsitive Pet Solutions, LLC cannot be held liable for any damages or problems that may arise as a result. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, repairpersons, friends, family and neighbors. Pawsitive Pet Solutions, LLC does not accept liability for other persons who will be in your home during pet care and health services.
5. Vaccinations/Immunizations: Pawsitive Pet Solutions, LLC requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations.
6. Unforeseen purchases: Pawsitive Pet Solutions, LLC will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet while you are absent. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition a \$5 trip fee will be charged to the pet owner.
7. Pet waste: Pawsitive Pet Solutions, LLC will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
8. Leashes: All dogs will be required to be on leash during outdoor walks.
9. Animal Behavior: Animals behavior can be unpredictable. Pawsitive Pet Solutions, LLC does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals. Further, if an Pawsitive Pet Solutions, LLC provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either the Pawsitive Pet Solutions, LLC Pet Care provider or by the animals
10. Fences: Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. However, no fence system is totally secure. Pawsitive Pet Solutions, LLC does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.
11. Other dogs: We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.

12. House Cleanliness: Pawsitive Pet Solutions, LLC will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents above and beyond the normal amount anticipated, Pawsitive Pet Solutions, LLC will charge a reasonable fee for clean up time.
13. Privacy Policy: All of your information will be kept private and confidential. Pawsitive Pet Solutions, LLC highly respects our clients' entrusting us with the care of their home and their loving pets. We do recommend that you inform a trusted neighbor that while you are away, Pawsitive Pet Solutions, LLC will be caring for your pets and your home.
14. Household Emergencies: Please leave the name and number of a trusted maintenance company or a person you can rely on to attend to any household emergencies that may arise during your absence. This includes but is not limited to; leaking pipes, malfunctioning water heaters and heating and air units.
15. Thermostats: Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, Pawsitive Pet Solutions, LLC will adjust the thermostat. This is to ensure the health and comfort of your pets and Pawsitive Pet Solutions, LLC during our time of service.
16. Early Returns/Last minute Changes: It is not unusual for trip plans to change at the last minute. However, please understand that Pawsitive Pet Solutions, LLC carefully schedules our time to service you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care. Once pet care begins, payment is due for the original dates scheduled.
17. Cancellations: Pawsitive Pet Solutions, LLC requires a full four-day notice prior to the date of the first visit. Failure to provide notice in less than four days will result in a \$15 cancellation fee payable by the pet owner.
18. Holiday Cancellations: With the exception of severe weather, life threatening emergencies or a death in the family, Any cancellations prior to a major holiday; ie: Christmas, New Years, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day and Thanksgiving with less than a four day notice will result in 50% of the total invoice for scheduled pet care to be paid. We request your understanding that Holiday travel is a peak service time for pet care.
19. Cancellations for Mid-Day Service: A 48-hour notice is required prior to the next scheduled visit. Otherwise payment is due for the time originally agreed upon.
20. Termination of Mid-Day Service: Please provide Pawsitive Pet Solutions, LLC with a full 1 week notice in the event mid-day service is no longer needed. If a 1 week notice is not provided, payment is due for the service originally agreed upon.
21. Payment: Pawsitive Pet Solutions, LLC accepts cash or checks. Payment is due at the time of or prior to the first visit. Please make all checks payable to Chris Strange.
22. Returned Check Charges: There is a \$20 fee for all returned checks.
23. Late Payments: There is a 10% late charges fee for all late payments. Payments are considered late if not received at the time of the first visit. There is a 3-day grace period following the date of the last visit before 10% late fees are charged.

I, \_\_\_\_\_ have read, understand and agree to the policies and guidelines of Pawsitive Pet Solutions, LLC. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Pawsitive Pet Solutions, LLC.

Pet Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

Pawsitive Pet Solutions, LLC  
Signature \_\_\_\_\_ Date \_\_\_\_\_