

New Client Packet

**Thank you for choosing *Serene Pet Sitting & Home Watch Services*.
We look forward to meeting you and earning your trust!**

Instructions:

Please print one copy of this packet and complete it using a pen.

This Packet Includes:

- ✓ Rates Summary
- ✓ Veterinary Release Agreement (Fill in amount, sign and return)
- ✓ Legal Considerations Agreement (Sign and return)
- ✓ Pet Information Disclosure: Please complete one Pet Information Disclosure for each pet, litter, or fish tank (print one copy for each pet, each form is 2 pages, and return).
- ✓ Key Agreement
- ✓ Visitors & Emergency Personnel form
- ✓ Suggested Leave-Out Checklist
- ✓ **Service Request and Reservation Form (Print one for each trip or service period, sign and return)**

Have These Items Ready for the Initial Interview:

- Your signed documents
- 2 working keys to your home
- Alarm code, instructions for Alarm, name of Alarm Company and their phone number
- Emergency contact information for yourself and at least 1 other contact
- A list of items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc.)
- Veterinary contact & medical information (allergies, conditions)
- Trip information, including Hotel
- If you plan to have visitors to your home while away

Serene Pet Sitting & Home Watch Services

**111 Hartman Road
Pottstown, PA 19465**

484-686-2624

**www.serenepets.com
e-mail: info@serenepets.com**

Rates & Services - 2014 (subject to change)

VISIT TYPE	RATE (PER VISIT)
Initial Consultation	FREE = 20-30 mins.
Hourly	\$28 = 60 mins
Extended	\$24 = 45 mins.
Regular	\$18 = 30 mins.
Dog Walks	\$18 = 30 mins.
	\$24 = 45 mins.
	\$28 = 60 mins.
Potty Break	\$15 = 15 mins.
Overnights	\$75
	\$65 for 4 or more visits
Key Return	\$10
Pet Transportation	\$35 first hour, \$25 each additional hr.
Home Watch only	\$18 = 30 mins.
	\$24 = 45 mins.
	\$28 = 60 mins.
Holidays*	\$5 additional per visit
Late Payment	\$5 per visit fee

*Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day

**No extra charges for multiple pets, other than extra (more than one) dogs in the home.

**Please schedule adequate time to provide the services requested. If your pet(s) or home need more time than scheduled, it will be added as needed and billed to you.

Newspaper pickup, watering and other average tasks are included in base price. More involved tasks are \$4 extra per 15 minutes (e.g., purchase pet food, cat litter, pick up meds, etc.)

Refunds & Cancellations

Holiday	Payment in full is charged (no refunds)
0-48 Hrs	50% of Payment in full is charged (no refunds)
48 hrs or more	No charge, refund in full

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 **48 hours** prior to service.

Hourly Care

Choose 1 hour increment of care.

Extended Visit

Best for long walks, multiple pet homes, and pets with special diets or special needs. Good for horses & hobby farms, and lawn watering.

Regular Visit

Our most popular choice. Good for many multiple pet homes, supervised feedings, potty walks and play. Most dogs will require 2-4 Regular visits per day. Cats are best with 1-2 visits per day.

Private Dog Walks

Daily/weekly dog walks -30, 45 or 60 minutes on leash in pet's neighborhood.

Potty Break

Short; can be used as a quick turnout or potty break, litter box cleaning, easy keeper care, or even a 3rd feeding.

In-Home Overnight

For those pets who need longer care. Pet sitter at pet owner's home overnight from 9 p.m. to 7 a.m. Hours of overnight care are flexible.

Home Watch

Bring in mail, newspapers and packages, water plants, water flower beds and lawn and do a general security check of your home.

Key Return

Short drop in to transfer keys (other than during free initial in-home consultation and at last scheduled visit).

Local Pet Transportation to Groomer, Daycare, Vet, Kennel, etc.

One Way -We pick up your pet from one location and transport to another location. *Round Trip* -We pick up your pet from one location, transport to another location and provide return trip. In the event we need to wait at an appointment, its \$35 for the first hour (1 hour minimum) and \$25 for each additional hour thereafter.

Important Terms

Payment is due before service starts. Cash, checks & credit cards accepted. One half of total amount due shall be paid at consultation (new clients) or securing your reservation (regular clients). Second half of total amount due shall be paid before service commences. If second half of payment is not received before service starts, a \$5.00 per visit late fee will be assessed. Checks returned for insufficient funds will be assessed a \$35 fee. A separate **signed & completed Service Request** is also due for each service, before each service start. With permission you may leave a check in full and the completed Service Request for the first visit. However, **your pet sitter must leave your home** without providing any service if you forget either item.

Veterinary Release Agreement

In the event that any of my pets or large animals appear to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of *Serene Pet Sitting & Home Watch Services*, I give permission to *Serene Pet Sitting & Home Watch Services* to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary service providers are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable, in the event that my preferred veterinarian cannot be reached.

I ask *Serene Pet Sitting & Home Watch Services* 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 *Serene Pet Sitting & Home Watch Services* 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 *Serene Pet Sitting & Home Watch Services* care providers to use their best judgment in handling these situations, and I understand that *Serene Pet Sitting & Home Watch Services* 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 *Serene Pet Sitting & Home Watch Services* for emergency transportation, care, supervision, or hiring of emergency caregivers and will pay such fees within 14 days of each incident.

I further authorize *Serene Pet Sitting & Home Watch Services* 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).

I agree to notify *Serene Pet Sitting & Home Watch Services* of any signs of injury or possible illness before any visit as soon as the condition appears. *Serene Pet Sitting & Home Watch Services* reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. *Serene Pet Sitting & Home Watch Services* strives to provide clean, safe service to each of our clients. In doing so, *Serene Pet Sitting & Home Watch Services* strongly recommends that each pet and large animal be vaccinated, de-wormed, and protected from harmful pests and 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 *Serene Pet Sitting & Home Watch Services* cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within *Serene Pet Sitting & Home Watch Services* 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.

Pet(s) Name(s): _____

Client/Owner Name: _____

Signature: _____ **Date:** _____

Legal Considerations Agreement

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.

- A **signed Service Request** must be provided to your sitter before service is provided for any period.
- A fifty-percent (50%) deposit is due in full at the time of the reservation. **Reservations are not held** until payment in full is received by *Serene Pet Sitting & Home Watch Services* or special arrangements have been agreed upon by both parties in writing. Unless otherwise agreed upon, a \$5 per visit late charge will be assessed to service that is not paid at least 48 hours in advance of service start.
- There will be a **\$35 service charge** for each returned check.
- Cancellation Charge Schedule effective 1/01/2013 (% applies to entire service period total):
 - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
 - **48 hours** prior to service or more: No charge, refund in full.
- Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled.
- Serene Pet Sitting & Home Watch Services* is not responsible for wilted, dead or otherwise unhealthy plants. *Serene Pet Sitting & Home Watch Services* 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.
- Serene Pet Sitting & Home Watch Services* 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 *Serene Pet Sitting & Home Watch Services* within 14 days of such payment (the "Special Services Fees").
- Serene Pet Sitting & Home Watch Services* 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. *Serene Pet Sitting & Home Watch Services* agrees to remain fully insured; bond and background check all employees and independent contractors. *Serene Pet Sitting & Home Watch Services* 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 by the client or client's visitors.
- All other individuals that visit the home will leave a log of their visit.
- Serene Pet Sitting & Home Watch Services* 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. *Serene Pet Sitting & Home Watch Services* 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 in 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.

- 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. *Serene Pet Sitting & Home Watch Services* 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.
- Serene Pet Sitting & Home Watch Services* is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client. 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 *Serene Pet Sitting & Home Watch Services* 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 *Serene Pet Sitting & Home Watch Services*, 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". *Serene Pet Sitting & Home Watch Services* 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 *Serene Pet Sitting & Home Watch Services* to accept all future telephone, online, mail or email reservations.
- Serene Pet Sitting & Home Watch Services* 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.
- Serene Pet Sitting & Home Watch Services* 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 an Independent Contractor, hired by *Serene Pet Sitting & Home Watch Services*, will be the responsibility of the Independent Contractor. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- Client agrees to notify *Serene Pet Sitting & Home Watch Services* 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 *Serene Pet Sitting & Home Watch Services* term changes relayed *verbally to the client*, mailed or emailed in writing to the client, or posted on our future website under the heading Terms .
- The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Signature: _____ Date: _____

Pet Information Disclosure

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

Owner: _____

Pet Name: _____

Length of Time Owned: _____

Pet Type: Dog / Cat / Horse / _____

Breed: _____

Sex: M/F Declawed: Y/N Neutered: Y/N

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 ____ minutes

<input type="checkbox"/> Dry Amount: Where to feed:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Procedure:
<input type="checkbox"/> Wet Amount: Where to feed:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Procedure:
<input type="checkbox"/> Medication(s): Amt: Location: Hide In Treat?:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Procedure:
<input type="checkbox"/> Medication(s): Amt: Location: Hide In Treat?:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Procedure:
<input type="checkbox"/> Water	Water will be cleaned and filled frequently	<input type="checkbox"/> Tap <input type="checkbox"/> Bottled <input type="checkbox"/> Filtered	Dish Location: Water Location:
<input type="checkbox"/> Treats Amt: Location:		Notes:	

Pet's Living Area:

- NOT** allowed outdoors at all
- ONLY** allowed outdoors on leash
- Turn out, invisible fenced yard **with collar**
- Turn out, secure fence: _____
- Turn out, no fence, but doesn't leave yard
- NOT** allowed indoors
- Allowed on furniture, counters, beds
- Restrict pet area/crate only when pet is alone
- Restrict pet area/crate at all times

Restricted Area:

Crate Location:

Other off-limit areas:

Owner:

Pet:

Emergency Care: **Placing Credit Card on file at veterinarian's office is recommended*

Veterinarian's Name: Pet' Allergies:

Clinic Name: Vaccinations up to date (yes/no):

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"/> <input type="text"/> |

Pet reacts to the above by:

Has Pet Ever:

Describe (even if mild, or under extreme/unusual situations)

- Attacked someone/bit someone
- Attacked another animal
- Injured self /escaped out of fear
- Injured self out of boredom
- Escaped from home,

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 Poo	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	<input type="text"/>
Heel	Out	Walk Nice	Cookie	Naughty	Don't Touch	Off	<input type="text"/>

Allowed to go for rides in sitter vehicle? Y / N

Favorite Games, Toys, and Activities:

Comments:

Client/Owner Name:

Date:

Key Agreement

I have provided *Serene Pet Sitting & Home Watch Services* with the following key(s) on:
_____ (date). Please describe in detail, including which doors the keys will open.

Main Keys:

Furthermore, I agree to *and* understand the following conditions and terms:

Serene Pet Sitting & Home Watch Services has my permission to make a copy of my key(s) for emergency / backup purposes at their discretion.

Serene Pet Sitting & Home Watch Services agrees to place an identifying code on my keys. My keys will not be marked with my name, address, or pet(s) names. When not in use or prepared for use, my keys will be stored in a secure location by the pet sitter.

Serene Pet Sitting & Home Watch Services has permission to provide my keys to any of its independent contractors that will be providing me with Pet Sitting Services.

Key Return

I understand, that if I decide at any time that I'd prefer to have my key returned at the last visit of my service, I will leave a note on the first day of service. This note will include the message "**Pet Sitter - Leave Key on _____ (the date and time of the last scheduled visit)**" and **instructions on how to secure my home while leaving the key**. I understand that the pet sitter will not be able to access my house again after the pet sitter has left the key, including in the case of emergencies or delays in my return. Key return at the last visit of service is free.

Serene Pet Sitting & Home Watch Services is willing to exchange keys via drop off or pick up. Each personal key transfer is charged to the client at a rate of \$10. Exchange of keys during initial consultation or at last scheduled visit will not be charged.

Client/Owner Name: _____

Client Signature: _____ Date: _____

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, ill or is having any issues, please call the pet sitter as soon as possible.** 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

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.

Also please mark down your name, arrival and departure times, and any future visits.

Forbidden Areas and doors to remain closed:

Areas that **MUST** remain **accessible** to pet:

Owner:		Emergency #:	
Pets:	<hr/> <hr/> <hr/> <hr/> <hr/>	Emergency Contact Info:	
Pet Sitter:	Serene Pet Sitting & Home Watch Services 484-686-2624 info@serenepets.com	Other Notes:	

Suggested Leave-Out Checklist

- Copy of Service Request, Completed and *Signed*
- Muddy Paw Towels or Rags
- Paper Towels – 2 rolls
- Can Opener & Spoon
- Plants (waterproof surface)
- Watering Can
- Leashes & Harnesses
- Medicines
- Injection Materials with detailed instruction – *must be pre-approved*
- Name tags & Amount tags on feeding bins
- Reminders & Changes
- Carpet Spot Cleaner or Cleaning Machine
- General Cleaner
- Favorite Toys
- Broom, Dustpan & Vacuum
- Brushes & Clippers
- Treats & Chews
- 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).

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. If you do not hear back from us in 24 hours, please try again – voice mails do sometimes get lost. E-mails and texts are also welcome.

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. Transferring the key again in the future does incur an additional fee.

Enjoy your time away!

Carla Surine

Owner/Proprietor

Serene Pet Sitting & Home Watch Services

Service Agreement & Reservation Form

Client Name:		Reservation Date	
Home Phone:		Start Date & Time:	
Cell Phone:		End Date & Time:	
E-Mail:		Name of Pets:	

Details	Visit Time	Length	Rate	Cost per Visit	# of Visits	Total
Morning				X	=	\$
Mid-Day				X	=	\$
Evening				X	=	\$
Over-Night				X	=	\$
Other				X	=	\$
Subtotal						\$
Discounts						\$
Additional Charges						\$
50% Deposit – due at booking						\$
Remaining 50% – due by 1st visit						\$
Grand Total Due						\$

Vacation Contact Information

Phone		Destination	
Cell Phone		Hotel	
E-Mail		Hotel Phone #	
Emergency Contact Name		Emergency Contact Phone Numbers	

Tasks – please check <input checked="" type="checkbox"/>	
<input type="checkbox"/> Walk Dog(s)	<input type="checkbox"/> Take Out Trash
<input type="checkbox"/> Feeding	<input type="checkbox"/> Newspaper
<input type="checkbox"/> Medication	<input type="checkbox"/> Mail
<input type="checkbox"/> Injections	<input type="checkbox"/> Blinds
<input type="checkbox"/> Clean Litter Box	<input type="checkbox"/> Rotate Lights
<input type="checkbox"/> Water Indoor Plants	<input type="checkbox"/> Leave Stereo On
<input type="checkbox"/> Water Outdoor Plants	<input type="checkbox"/> Leave TV On

Special Notes and Other Tasks:

Payment Method:	Paid In Full Date:
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**** Please make checks payable to: Carla Surine**
**** This request must be confirmed in advance and a signed copy left for your Pet Sitter.**

Signature: _____ **Date:** _____