

New Client Packet

Thank you for choosing Gentle Paws Pet Care!

Instructions:

Please print one copy of the New Client Packet, and complete using a pen.

The New Client Packet includes:

- Legal Considerations
- - Pet Information Form (Print one copy for each pet; each form is 2 pages)
Please complete one Pet Information Form for each pet, litter, or fish tank.
- - Home Guide & Contact Information sheet & Authorization/Release form.

Have These Items Ready for the Initial Interview:

1. 1. Your signed documents
2. 2. A key
3. 3. Emergency contact information for yourself, and 2 other contacts
4. 4. Veterinary contact & medical information (allergies, conditions).
5. 5. Trip information, including Hotel and if you plan to have visitors while away.

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.

- ▪ Payment in full is due on the date service begins.
- ▪ There will be a **\$33 service charge** for each returned check.
- ▪ Unpaid service may be cancelled without notice.
- ▪ Cancellation Charge As Follows:
 - ○ **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
 - ○ **3 - 13 days** prior to service: 75% Refund
 - ○ **14 days** 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.
- ▪ Gentle Paws is not responsible for wilted, dead or otherwise unhealthy plants. Gentle Paws will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable.
- ▪ Gentle Paws 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 Gentle Paws.
- ▪ Gentle Paws 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. Gentle Paws 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.
- ▪ At the time that service is booked, Owner will notify pet sitter of everyone who has been granted access to the home during the service period. All other individuals that visit the home will leave a log of their visit.
- ▪ Gentle Paws 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. Gentle Paws will re-secure the home to the best of its ability at the end of each visit. And where the service of home security has been requested Gentle Paws will do it's best to make it appear like someone is home as requested by owner. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored at 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, 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. Gentle Paws will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.
- ▪ 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 collar for walks or in case of emergencies, firmly affixed vaccination tags, 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 Gentle Paws 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 Gentle Paws, 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. Gentle Paws will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- This contract to be permits Gentle Paws to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.
- In the event of personal emergency or illness of Pet Sitter, Client authorizes Pet Sitter to arrange for another qualified person to fulfill responsibilities of pet care.
- Gentle Paws may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the Pet Sitter. If concerns prevent the Pet Sitter from continuing to care for a pet, the Owner authorizes the pet to be placed in a kennel, or previously arranged locale if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, are to be the responsibility of the Owner.
- Gentle Paws agrees to provide agreed upon services in a manner that is trustworthy, caring and dependable. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against the company and its employees, except those arising from negligence.
- Gentle Paws has my permission to make a copy of my key(s) for emergency / backup purposes at their discretion.
- Gentle Paws agrees to place an identifying code on my keys. My keys will not be marked with my name or address. When not in use, my keys will be stored in a secure location by the pet sitter. My pet sitter will automatically retain my keys at the end of each service period. Gentle Paws has permission to provide my keys to any of its employees that will be providing me with Pet Sitting Service.
- I understand that if I decide that if at any time 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. 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.
- Gentle Paws is willing to exchange keys via mail. Each mailed key transfer is charged to the client at a rate of \$ 3.00. Gentle Paws is willing to exchange keys via drop off or pick up. Each personal key transfer is charged to the client at a rate of \$10.00 plus travel fees.
- Client agrees to discuss any concerns with Gentle Paws within 24 hours of return after service.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Gentle Paws term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website.
- The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____

Veterinary Release Agreement

- ▪ 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 Gentle Paws, I give permission to Gentle Paws 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 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 Gentle Paws 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 Gentle Paws care providers to use their best judgment in handling these situations, and I understand that Gentle Paws 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 fees assessed by Gentle Paws for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.
- ▪ I further authorize Gentle Paws 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).
- ▪ This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Gentle Paws cares for one or more of my pets. I understand that this agreement applies to all of the pets within the care of Gentle Paws. 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.

Client/Owner Name: _____

Signature: _____ Date: _____

GENTLE PAWS

Client ID: _____

Last Name:

First Name:

Emergency Contacts

(Primary) (Alternate)

Name:		
Phone:		
Cell/Work:		
Relation		
Location:		

Home Phone:

Cell Phone:

Work Phone:

Email:

Referred By:

Contact Method: Home
 Phone Cell Email

Do you want to receive updates & specials?

Locations:

Crated Area/Cage	
Leash/Collar	
Brushes	
Food Dish	
Food	
Water	<input type="checkbox"/> Tap <input type="checkbox"/> Filtered <input type="checkbox"/> Bottled
Water Dishes	
Medications	
Treats	
Litter Box/scoop	
Place waste	
Kitchen Waste	
Outside Waste	
Recycle Bin	
Wet Paw Towels	
Paper Towels	
Cleaning supplies	
Broom/Vacuum	
Where to put mail	
Indoor Plants	

Usual Vehicles & Visitors At Home:

Would you like me to rotate lights/blinds/? Y N

Would you like me to email you updates during your trip? Y N

Will anyone else have access to your home while you are away? Y N

Would you like me to set out your garbage on garbage day? Y N

Do you have any plants that need to be watered? Y N

Garbage Day:

Alarm Instructions:

Please complete one Pet Information Disclosure form per pet.

Owner:

Breed:

Pet Name:

Sex: M / F Declawed: Y/N

Neutered: Y / N

Physical Description:

Birth date: Or Age:

Weight: Or Size:

Microchip/Tattoo/Dog Tag #:

Feeding Instructions:

Feed apart from other pets or just Supervise (Circle One or Both):

Feed Apart / Supervise

Dispose of uneaten food (Y / N)

Remove food after _____ minutes

Dry	Brand:		Times normally fed: Bowl always full 6am-10am 11am-1pm 2pm-4pm 5pm-7pm 8pm-11pm	Procedure:
	Amount:			
Wet	Brand:		Times normally fed: Bowl always full 6am-10am 11am-1pm 2pm-4pm 5pm-7pm 8pm-11pm	Procedure:
	Amount:			
Medication(s):	Amt:		Times normally given: Anytime 6am-10am 11am-1pm 2pm-4pm 5pm-7pm 8pm-11pm	Procedure:
	Location:			
Medication(s):	Amt:		Times normally given: Anytime 6am-10am 11am-1pm 2pm-4pm 5pm-7pm 8pm-11pm	Procedure:
	Location:			
Water	<i>Water will be cleaned and filled frequently</i>		Tap Bottled Filtered	Dish Location: Water Location:
Treats			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, beds Restrict to pet area/crate when pet is alone Do they swim & are they allowed Restricted Area/Crate Location: Other off-limit areas:
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Emergency Care:

Vet Name:

Pet Allergies? Yes / No

Clinic Name:

If yes please describe:

Phone: _____

Pet Medical History: (ongoing or reoccurring known illnesses/injuries, treatments & medications)

Temperament/Personality: _____

Pet Doesn't Like:

- | | | |
|--------------------------------------------------|-----------------------|---------------------|
| Baths | Hot Days | Sharing Food Dishes |
| Toenail Clip | Rain / Snow / Cold | Strangers |
| New Animals | All Humans | Touch Ears |
| Sprays | People near food dish | |
| Loud Noise / Vacuum / Garbage Disposal / Thunder | | |
| Other family pets _____ | | |

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? _____

How can he/she be retrieved? _____

Does your pet come when name is called? _____

Commands: (Please list any commands or tricks that your dog knows):

Favorite Games, Toys, and Activities:

Comments:

