



Lissa's In Home Animal Care

888-315-3789

www.lissasinhomeanimalcare.com

New Client Packet

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:

- Veterinary Instructions & Release (Fill in amount, sign and return)
 - This lets your vet know it's OK for your pet to receive treatment if he or she becomes ill or injured.
- Emergency Guardianship
 - In the unlikely event you are unable to return, this form tells us to whom we should turn over your pet(s).
- Legal Considerations (Sign and return)
 - This contains legal topics, such as late payments and if your plants wilt while you are gone; as well as the cancellation schedule in case you need to cancel service.
- Pet Information Form
 - Please fill out one for each animal
- Animal Medication Log
 - Only required if your animal is to receive medications
- Contact Information
- Home Guide & Contact Information sheets for your Pet Sitter to complete
- Service Request (Fill out and print one for each trip or service period, sign and return)

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.



Lissa's In Home Animal Care

In Home Pet Rates & Services

VISIT TYPE	RATE (PER VISIT)									
Initial Consultation	Free w booking \$25 w/o booking	<p>Initial Booking Consultation 30-45 minutes 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.</p> <p>Pet Taxi Trips to vet, groomers, doggy daycare etc.</p> <p>Potty Breaks <u>SHORT BREAKS:</u> Monday Through Friday only, mid-day between 11-2; no other services included except fresh water and waste clean up. <u>EXTENDED BREAKS:</u> M-F only, mid-day between 11-2, for pets (such as puppies) that need a longer visit, usually 1 hour. Discount for regulars who book 3 or more times per week for at least a 2 week time span</p> <p>Vacation / Travel Visits Exercise, litter box cleaning, waste clean-up, feed and water, give supplements or medications, pick up mail, lights on/off, trash in/out, bird cage paper or bedding changed, small animal cage cleaned, daily diary of activities provided</p> <p style="text-align: center;">Important Terms</p> <p>Payment is due before service starts.</p> <p>A separate signed & completed Service Request is also due for each service, before each service start.</p> <p>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.</p> <p>Refunds & Cancellations</p> <table border="1"> <tr> <td>Holiday</td> <td>Payment in full is charged (no refunds)</td> </tr> <tr> <td>0-48 Hrs</td> <td>Payment in full is charged (no refunds)</td> </tr> <tr> <td>2-7 Days</td> <td>20% of Service total is due (80% refund)</td> </tr> <tr> <td>8+ Days</td> <td>No charge, refund in full</td> </tr> </table>	Holiday	Payment in full is charged (no refunds)	0-48 Hrs	Payment in full is charged (no refunds)	2-7 Days	20% of Service total is due (80% refund)	8+ Days	No charge, refund in full
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8+ Days	No charge, refund in full									
Pet Taxi Service	\$25 per Hr 1 hr min.									
Short/Extended Potty Breaks 1-2 pets	\$20/\$30									
Short/Extended Potty Breaks 1-2 pets Regular client discount	\$18/\$28									
Short/Extended Potty Breaks 3-4 pets	\$25/\$35									
Short/Extended Potty Breaks 3-4 pets Regular Client Discount	\$23/\$33									
Potty Breaks > 4 pets	\$4.00 for each additional pet									
Same Day Emergency Fee	\$15.00 plus regular rate									
Service Fee >15 mi. radius	\$15.00 plus regular rate									
Vacation/ Travel 1-2 Pets	\$20.00									
Vacation/ Travel 3-4 pets	\$25.00									
Vacation/ Travel > 4 pets	\$4.00 for each additional pet									
Holiday Service Fee	\$10.00 plus regular Fee									



Lissa's In Home Animal Care Horse/ Livestock Rates & Services

VISIT TYPE	RATE
Initial Consultation	Free w/ booking \$25 w/o booking
Two Visits per Day	
1 Horse	\$40.00/day
2-3 Horses	\$45.00/day
4-5 Horses	\$55.00/day
Occasional Care – 1x per Day	
1 Horse	\$25.00
2-3 Horses	\$30.00
4-5 Horses	\$45.00
Horse Bandaging/ Wound Care	\$10.00
Horse Bathing	\$35/ Horse
Horse Grooming	\$10/Horse
Horse lunging/ hand walking	\$15.00 per 30 minutes
Restraint for vet/farrier (extra visit required)	\$20.00/hr 1 hr min
Restraint for vet/farrier (scheduled during regular visit)	\$10.00

Initial Booking Consultation 30-45 minutes

At this visit we can complete the necessary paperwork, answer questions, transfer keys, and tour your home/barn while discussing detailed instructions on how to care for your pets. This required meeting will be scheduled at least **48 hours** prior to service.

Visits will Include:

Feeding, watering, buckets cleaned, fly mask, spray, wellness check, stalls cleaned as needed, turned in or out.

Important Terms

Payment is due before service starts.

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.

Refunds & Cancellations

Holiday	Payment in full is charged (no refunds)
0-48 Hrs	Payment in full is charged (no refunds)
2-7 Days	20% of Service total is due (80% refund)
8+ Days	No charge, refund in full



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:

Owner:		Emergency #:	
Pets:		Emergency Contact Info:	
Pet Sitter:	Lissa's In Home Animal Care 888-315-3789	Other Notes:	



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Suggested Leave-Out Checklist

Copy of Service Request, Completed and *Signed*

Muddy Paw Towels or Rags

Paper Towels – 2 rolls

Can Opener & Spoon

Watering Can, Plants (waterproof surface)

Leashes & Harnesses

Medicines, Injection Materials

Name tags & Amount tags on feeding bins

Reminders & Changes

Broom, Dustpan & Vacuum

Carpet Spot Cleaner or Cleaning Machine

General Cleaner

Favorite Toys, Kongs

Brushes & Clippers

Treats & Chewies

Remote Controls for TV or Stereo

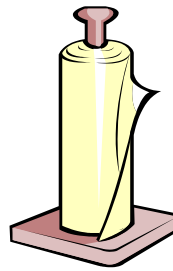
Garbage / Litter bags

Extra Litter, Litter Scoop, Pooper Scooper

Additional Contact #'s (Hotel)

Pencil or Pen

Any special last visit notes (leave key, etc).



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!

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Lissa's In Home Animal Care – Legal Considerations- Client Copy

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.
- Deposit in full is due at time of reservation. **Reservations are not held** until payment in full is received by **Lissa's In Home Animal Care** or special arrangements are agreed upon by both parties in writing. A \$2 per visit late charge will be assessed to service that is not paid in advance. Reservations for not yet cleared PayPal payments will be honored.
- There will be a **\$20 service charge** for each returned check.
- Unpaid service may be cancelled without notice, including prior to or during the service period.
- Cancellation Charge Schedule effective 4/1/2013 (% applies to entire service period total):
 - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
 - **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
 - **8 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 including travel time. Clients will not have to pay for scheduled Special Services not performed.
- Lissa's In Home Animal Care** is not responsible for wilted, dead or otherwise unhealthy plants. **Lissa's In Home Animal Care** 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.
- Lissa's In Home Animal Care** 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 **Lissa's In Home Animal Care** within 14 days.
- Lissa's In Home Animal Care** 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. **Lissa's In Home Animal Care** agrees to remain fully insured through BIC or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding. **Lissa's In Home Animal Care** 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.
- Lissa's In Home Animal Care** 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. **Lissa's In Home Animal Care** 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. **Lissa's In Home Animal Care** 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.
- Lissa's In Home Animal Care** 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 **Lissa's In Home Animal Care** 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 **Lissa's In Home Animal Care**, 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". **Lissa's In Home Animal Care** 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 **Lissa's In Home Animal Care** to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Lissa's In Home Animal Care** 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.
- Lissa's In Home Animal Care** 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 **Lissa's In Home Animal Care**, 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 **Lissa's In Home Animal Care** 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 **Lissa's In Home Animal Care** 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.

Client/Owner Name:

Signature: _____ Date: _____