

NORTH PORTLAND CLUB K-9

BOARDING · DAYCARE · TRAINING · PET SITTING · DOG WALKING

CLIENT & PET INFORMATION SHEET

CLIENT DETAILS

Name(s): _____ Home #: _____
 Cell #: _____ Work #: _____
 Cell #: _____ Other #: _____
 Address: _____ City: _____
 State: _____ Zip Code: _____

EMERGENCY CONTACT DETAILS

Name: _____ Phone #: _____
 Name: _____ Phone #: _____

SECURITY DETAILS

Alarm Instructions: _____

 Gate Codes: _____

 Other: _____

BASIC PET DETAILS

Pet Number 1		Pet Number 2	
Name:	Species:	Name:	Species:
Breed:	Markings:	Breed:	Markings:
Age:	Altered:	Age:	Altered:
Vet:	Chipped?	Vet:	Chipped?

1. Do your pets have any pre-existing medical conditions, allergies, or sensitivities?

2. Do you have pet insurance?
3. In the event that Club K-9 cannot get ahold of you during an emergency, is there a person you would like for us to contact before taking your pet(s) to the vet?

PET BEHAVIOR

1. What kind of food does your pet eat and where do you purchase it?
2. If your pet is not eating, is it okay for us to add vegetable broth or other extras to their food to entice eating?
3. If they have an upset stomach, can we take them off their regular diet and feed rice until upset subsides?
4. If they have anxiety, is it okay for us to give them a natural calming remedy (\$2 per dose)?
5. Please describe your pet's nature and behavior while indoors versus outdoors. How would you describe their energy level?
6. How does your pet deal with being alone?
7. How does your pet do in a crate?
8. Where would you like us to dispose of your pet's waste?
9. If your pet defecates in your home, what cleaning products would you feel most comfortable with us using?
10. Would you be okay with us using Biozyme in your home in the event that your pet has an accident?
11. How does your pet ride in the car?
12. Has your pet ever gotten carsick?
13. Has your pet shown signs of aggression? When? Why?

14. Does your pet have particular spots on its body that it does not like touched?
15. Is your pet food or toy possessive? Is your pet possessive of the home and how does it respond to strangers coming over?
16. How does your pet deal with meeting new people?
17. Has your pet lived with children, livestock, or other in home pets?
18. Does your pet chase after cars, animals, humans, or have a high prey drive while on a walk?
19. What kind of restraint do you use on your pet while walking?
- Full Choke Half Choke Standard Collar Gentle Leader
Halter Harness Muzzle Combination Other:
20. Is there anything else that we should know about your pet while caring for them during your absence?
21. Where did you hear about us?
22. Which services will you be using, and what kind of routine are you looking for?
23. What are you hoping to get out of pet sitting or dog walking?

PET SITTING AND DOG WALKING 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. JBC & SJC Inc. DBA Club K-9 will be referred to as Club K-9.

CLIENT OBLIGATIONS:

1. Client will provide clear and accurate details regarding the behavior of all animals in their custody and clear instructions for all services to be provided by Club K-9. Any changes in behavior or services to be provided must be given to Club K-9 in writing.
2. 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 Pet Sitting and Dog Walking Agreement forms accepted and signed by each rightful owner(s).
3. 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.
4. Client will keep 2 keys in lock box on the premises for use of Pet Sitter only.
5. Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Club K-9 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.
6. 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 identification tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter, travel seat belt and/or travel crate for transport. 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 Club K-9 within seven (7) days for all purchases made.
7. Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, other animal, other persons, and property by the Pet. Client agrees to indemnify, hold harmless, and defend Club K-9 in the event of a claim by any person injured by the Pet.
8. Client agrees to discuss any concerns with Club K-9 within 24 hours of return after service.

PAYMENT:

1. All services must be paid for in advance or at commencement of service.
2. All fees are non-refundable. Fees paid in advance for services not received and cancelled with adequate notice will be held by Club K-9 as a credit for future services.
3. Client will provide valid credit card information at time of reservation when making all reservations. Client authorizes Club K-9 to charge the credit card on file if client does not cancel reservation with adequate notice, at commencement of services, and for any fees that client has agreed to pay.

PET SITTING CANCELLATION AND EARLY RETURN POLICY

1. Cancellations to any portion of a pet sitting service during non-peak times must be made no later than 48 hours in advance of commencement of pet sitting service. Cancellations made with less than a 48 hour notice will incur a charge equal to the amount of two days of agreed to services. If services were to be for only one day only one day will be charged.
2. A seven day notice will apply for cancellations made for all pet sitting services during peak times and for all pet sitting services scheduled for seven or more consecutive days. Any cancellations or alteration of a reservation must be made seven days in advance of pet sitting commencement date. When the seven day notice applies, any cancellation made with less than seven day notice will incur a charge equal to the amount of the seven days of agreed to service. If fewer than seven days are reserved then the charge will be for the number of days reserved.
3. Peak times include, but are not limited to, all reservations that include a holiday, holiday weekend, spring break (March 15-April 15), and the months of November and December. It is the client's responsibility to verify if reservation is during a peak time when the reservation is made. Holidays include Christmas, Thanksgiving, New Year's, Easter, Memorial Day, Veterans Day , Labor Day, Mother's Day , Father's Day, and Independence Day.
4. Pet sitting reservations are made to assure pet sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled. Clients will not have to pay for scheduled Special Services not performed.

DOG WALKING CANCELLATION POLICY:

1. Cancellations to dog walking reservations must be made during non-peak times must be made no later than 48 hours in advance of commencement of the walking services. Cancellations made with less than a 48 hour notice will incur a charge equal to the amount of two days of agreed to services. If services were to be for only one day only one day will be charged. All dog walking days must be paid for in advance and without adequate cancellation the dog walking day will be forfeited. Cancellation can only be made by speaking with a Club K-9 representative. Cancellations left via voicemail will not be valid until client has received a return call to confirm.

IN CASE OF EMERGENCY:

1. Club K-9 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. In these situations, Club K-9 will attempt to contact the client and then the emergency contact before making a subjective decision on dealing with the problem. All veterinary care and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Club K-9 within seven (7) days.
2. Club K-9 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, Club K-9 will attempt to contact the client 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 Club K-9 within seven (7) days.
3. If a Club K-9 employee takes an animal to the vet a \$25 per trip charge and a \$15 per hour fee will apply.
4. Club K-9 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 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.

- 5. 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". Club K-9 will without doubt try to see to your pets safety/care should such events occur, but cannot guarantee it.

WAIVER AND RELEASE

- 1. Club K-9 is not responsible for wilted, dead or otherwise unhealthy plants. Club K-9 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.
- 2. Club K-9 is not responsible for any damage to the property of the client or others, unless such damage results from the negligent act of the Pet Sitter. Club K-9 agrees to remain fully insured and bonded. Club K-9 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.
- 3. Club K-9 is not liable for any loss or damage in the event that a burglary or other crime should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. Club K-9 will re-secure the home to the best of its ability at the end of each visit.
- 4. 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.
- 5. This contract permits Club K-9 to accept all future telephone, online, mail or email reservations, and provide service without additional signed legal considerations agreements.
- 6. Club K-9 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.
- 7. This agreement is valid from the date signed. Client agrees to any future Club K-9 term changes mailed or emailed in writing to the client.
- 8. The Client states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.
- 9. If any part of this Agreement becomes void, unlawful, or unenforceable then that part will presume severable from the balance of this Agreement. The severed part will not affect the validity and enforceability of any remaining provisions.

Client/Owner Name:

Signature: _____ Date: _____