

The Whisker Whisperer

pet sitting and more.

PLEASE PRINT DOCUMENTS AND PROVIDE TO THE WHISKER WHISPERER
AT INITIAL CONSULTATION

NAME: _____

SPOUSE / PARTNER NAME: _____

HOME ADDRESS: _____

WHERE WOULD WE ENTER YOUR HOUSE? _____

SPECIAL ENTRY INSTRUCTIONS: _____

PARKING INSTRUCTIONS: _____

PHONE NUMBER(S): _____

IS TEXTING OK? _____ ALTERNATE EMERGENCY #: _____

EMAIL ADDRESS: _____

IS ANYONE ELSE AUTHORIZED TO MAKE DECISIONS ABOUT THE CARE OF YOUR PET? _____

PLEASE LIST AUTHORIZED PERSON'S INFO: _____

DO YOU HAVE A GATE CODE?: _____ CODE: _____

SPECIAL HOME INSTRUCTIONS: _____

DOES ANYONE ELSE HAVE ACCESS TO YOUR HOME WHILE YOU ARE GONE? _____

PET PROFILE

(PLEASE FILL OUT ONE PAGE FOR EACH PET)

NAME, AGE AND DESCRIPTION OF PET:_____

MALE/FEMALE_____ SPAYED/NEUTERED_____ MICROCHIPPED?_____

IS YOUR PET LEASH TRAINED?_____

PET SPECIAL NEEDS, LIKES OR DISLIKES:_____

PET MEDICATIONS:_____

LOCATION OF PET MEDICATIONS:_____

MEDICAL CONDITIONS:_____

HOW OFTEN DO YOU FEED THIS PET?_____

LOCATION OF PET'S FOOD AND TREATS :_____

PLEASE DESCRIBE YOUR PET'S BEHAVIOR TOWARDS NEW PEOPLE:_____

DOES YOUR PET HAVE ANY "QUIRKS"?_____

WHAT WORDS/ COMMANDS DOES YOUR PET KNOW?_____

WHERE DOES YOUR PET GENERALLY HANG OUT?_____

(PET PROFILE PAGE 2)

ARE THEY ALLOWED ON THE FURNITURE?_____

ARE THEY NOT ALLOWED IN CERTAIN AREAS?_____

WHERE DO THEY SLEEP?_____

LOCATION OF OTHER PET ITEMS: (CLEANUP SUPPLIES, TOYS, LITTER, ETC)_____

LOCATION OF TRASH FOR PET WASTE:_____

EXERCISE INSTRUCTIONS:_____

WOULD YOU LIKE FOR US TO ALTER YOUR LIGHTS?_____

LEAVE THE RADIO OR TV ON?_____

PLEASE LET US KNOW WHERE THE FOLLOWING IS LOCATED IF APPLICABLE:

LEASH:_____

PET CARRIER:_____

CLEANING SUPPLIES:_____

CARPET CLEANER / VACUUM:_____

PAPER TOWELS:_____

CAT LITTER / SCOOP:_____

BAGS FOR WASTE DISPOSAL:_____

HEAT / AC THERMOSTAT LOCATION:_____

MAIN WATER SHUT OFF VALVE:_____

CIRCUIT BREAKER BOX:_____

FIRE EXTINGUISHER:_____

Veterinary Medical Care Release Form

In the event of a medical emergency where The Whisker Whisperer can not contact you to authorize care immediately and directly, The Whisker Whisperer will use this form to obtain care. A copy of this form will be supplied to your vet to be placed in your file to expedite any emergency care needed. ***Please PRINT clearly in blue or black ink***

Primary Veterinarians Information

Name of Vet Hospital or Clinic: _____

Address: _____ Phone: _____

Name of preferred Doctor: _____

I, _____ (pet owner) hereby give The Whisker Whisperer my express permission to transport any of my pets for care to the above mentioned veterinarian (or to closest open facility if the Primary Vet office is not available).

I understand that The Whisker Whisperer will try to contact me as soon as possible in the event of a medical emergency. If all methods of contact and alternative contacts are not immediately available, I give permission to The Whisker Whisperer to make medical treatment decisions and approve charges up to \$_____ per pet (most common values are \$200, \$1000, or unlimited). I give permission for the hospital/clinic/doctor to administer any care or medications necessary. I will keep a copy of my credit card on file with my veterinarian. 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. I also agree to be responsible for all fees assessed by The Whisker Whisperer for emergency transportation, care, supervision, or hiring of emergency caregivers. Such payments will be made within 7 days of service ending/my return.

List of Pets:

Name/Description or Breed: _____

Name/Description or Breed: _____

Name/Description or Breed: _____

Name/Description or Breed: _____

Name/Description or Breed: _____

If anything changes from what is listed above I will inform The Whisker Whisperer before the next service is scheduled to begin.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time The Whisker Whisperer cares for one or more of my pets. In signing this contract, I agree that I have the authority to make health, medical and financial decisions regarding the animals that will be scheduled to receive service.

X _____
Customer Name Date

RATES

CONSULTATION

FREE. We want to make sure you and your pet(s) love us! We also want to learn about your pet(s), obtain a clear understanding of your requests, review our safety standards and service agreement -At no cost to you.

IN HOME VISIT

30, 45 or 60 minute in home visit. \$20, \$24 or \$30 WEEKDAYS 9am-5pm

(\$5 additional charge after hours and weekends)

We will come to your home to check in on your pets, and provide basic home and pet sitter services. Additional pets are no additional charge if cared for within the scheduled minute visit.

During a pet sitting service, a private dog walk can be combined at no additional charge. Additional pets are no additional charge if cared for within the scheduled minute visit. Most pet visits are between 9am-5pm.

OVERNIGHT STAY

\$65

Does your pet have anxiety at night when you are away?

Do they have special medical needs?

We will come to your home and stay with your pet(s) providing our free basic home and pet sitter services. No charge for additional pets. Our pet sitting stay is normally from 10pm to 6am.

OVERNIGHT AND DAY

\$105

Includes from 10pm - 6am PLUS an additional 6 hours within the next 12 hour period.

DOG WALKING

\$20

Our dog walks are 30 minutes long. Basic home and pet sitter services can be combined at no additional charge within the 30 minute time frame.

These rates apply for up to 2 dogs. A fee of \$3/dog will be applied for each additional dog.

VET TAXI

\$15 taxi fee / \$15 hourly fee (minimum 1 hour charge)

Does your pet need a ride to their Doctor's appointment?

We will take your animal to the vet, stay with them, of course! - and safely return them home afterwards.

PET TAXI

\$15 Each Way

Does your pet need a ride?

We will taxi your pet(s) to the location of your choice. One additional pet is no additional charge and each one-way trip is up to 15 miles from your location.

PUPPY POTTY TIME

\$12 per visit

15-minute visit, Monday-Friday. 9am to 5pm.

Two puppy visits per day required: one mid-morning, one mid-afternoon.

ALL SERVICES INCLUDE

FREE basic home care (ie: inside plant watering, mail/newspaper brought in, turning lights on/off, opening/closing your window coverings).

ALSO pet feeding and watering, accident clean-ups, brushing, medication administration, pooper scooping, and lots of lovins!

We're also more than happy to text photos to you, and arrange a "phone conference" with your pet!

HOLIDAY RATES

An additional \$6 per visit will be applied to services taking place on Easter, Labor Day, Memorial Day, Fourth of July, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.

The additional holiday fee for overnight services is \$20 per night on these major holidays.

Acceptable Methods of Payment:

Cash, checks and Paypal are accepted. There will be a \$30 charge on all returned checks.

PAYMENT IS DUE THE DAY OF SERVICE.

The Whisker Whisperer

pet sitting and more.

TERMS AND AGREEMENT

What kind of pets do you care for?

We mainly care for dogs, cats, birds, and horses. We enjoy all creatures so please let us know if you have a special pet, barnyard animal or unusual need.

Extended Absences and Early Returns:

We understand plans can change, and we are as flexible as possible if notified.

In the event you have to be away longer than planned or are coming home early, please notify us immediately. If you not notify us of an early return and we have made a scheduled visit and find you home, the regular visit charges still apply. If you will be coming home early and don't let us know within 24 hours, you are still charged with the upcoming visit.

If you need/want to stay longer or are delayed coming home, call us. We can usually make arrangements.

Cancellations:

Since plans can change, we will try to be as accommodating as possible. We generally do not refund money if we are not notified within 24 hours of your scheduled visit (as your service could have been filled by another client had it not already been booked). In this event, a credit will be applied to your account for a future visit.

* 50% fee for Overnight Cancellations

Last Minute visits:

Last-Minute Visit (less than 24 hours notice) – Available anytime, if we can add you to the schedule last minute. Charged at the basic rates, plus a \$10 fee. *You must be an existing active client for this service.* If we have to return home to get your keys, it is not a problem. However, you will be charged an additional \$10 to make the trip.

Tips for Sitters:

Are very much appreciated, but not expected necessarily.

You may leave a tip for your sitter or mail a tip after you are home.

Unforeseen Purchases:

There will be a shopping charge, as well as reimbursement for travel & mileage, if we have to restock depleted necessary supplies. It is the owner's responsibility to provide more than adequate amounts of food, litter, treats, medications, paper towels, cleaning supplies, and other items needed, that contribute to the health and well being for the complete care of their pet(s). We will retain a receipt and you will be responsible for reimbursement of these items. We will leave an invoice for the outstanding amount. (We will contact you before deciding to purchase any items).

Acceptable Methods of Payment:

Cash, checks and Paypal are accepted. There will be a \$30 charge on all returned checks.

PAYMENT IS DUE THE DAY OF SERVICE.

Agreement page 1 of 2

Referral Program:

For every friend you send our way that books and completes service with us, we will credit your account with a 25% discount to be redeemed on your next set of visits.

Comfort Calls

You may call or text us between 8am and 8pm daily to check on your pet during your absence.

Since we are often out of the office caring for your pets, please leave a message and your text or call will be returned as soon as possible.

We can also text or call you with an update daily or several times during your absence. We generally do not take calls when we are on a visit since we are concentrating on a pet's care.

The exceptions: If you call while we are at your house, or if we have called you and we are awaiting your call.

* Please remember to call or text when you have returned home!

Your Home

It is our policy to leave your home as we found it. We will vacuum or sweep around your pet's main living areas, clean up their messes, etc - and do all the general things that is necessary to care for a pet / clean up after your pet. Although we will water inside plants according to your instructions, we are not responsible for dying house plants.

Key Retention

At your initial consultation, please provide your sitter with 1 set of keys. One set will be kept securely in our office.

Please provide the sitter with any gate codes or security codes to enter/exit your home or building.

The Whisker Whisperer is not responsible for any damage to property of the client or others unless such damage is caused by the direct negligent act of the Pet Sitter. We do not accept 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.

Please note the following: The Whisker Whisperer does not make backup copies of keys.

*** Your keys may be requested back at any time (\$5 drop off fee, or can be requested by mail).

Consultations

Are mandatory before your first visit can be booked.

Advance Notice

Please give 1 week's notice to book initial appointment and consultation.

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. The Whisker Whisperer 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.

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 The Whisker Whisperer sitters, 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. The Whisker Whisperer will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.

I agree to notify The Whisker Whisperer of any signs of injury or possible illness before any visit as soon as the condition appears. The Whisker Whisperer reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. The Whisker Whisperer strives to provide clean, safe service to each of our clients. In doing so, we strongly recommends that each pet and large animal be vaccinated, dewormed and protected against harmful insects according to veterinarian recommended standards. Should a Pet Sitter be bitten or otherwise exposed to any disease or ailment received from Client's animal which has not been properly or currently vaccinated, it will be the Client's responsibility to pay all costs and damages incurred by the victim.

Future Services: I authorize this contract to be valid approval for services so as to permit The Whisker Whisperer to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.

The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Pet Owner Signature

Date

