

WHISKERS CAMARILLO

New Client Packet

Thank you for choosing Whiskers Camarillo



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:

- ✓ **Legal Considerations**
(Sign and return)
- ✓ **Veterinary Instructions & Release**
(Fill in amount, sign and return)
- ✓ **Pet Information Form**
(Print one copy for each pet; each form is 2 pages, and return)

Note: Please complete one Pet Information Form for each pet, litter, or fish tank.

- ✓ **Service Request**
(Fill out and print one for each trip or service period, sign and return)
- ✓ **Home Guide & Contact Information**
(for your Pet Sitter to complete)

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 complimentary 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)

Note: If you are unable to print forms please have ready:

- **Your vet's contact information**
- **Your Pet's information:** including, proof of rabies vaccination, any medical conditions, allergies, etc. Any medications they take - the names of drugs and prescribing physician information.
- **Home Information:** alarm codes, etc)
- **Trip Information:** Where you're staying & how to contact you.

WHISKERS CAMARILLO

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: _____ **Pet Sitter:**
Whiskers Camarillo 805-263-5442

Other Info: _____

WHISKERS CAMARILLO

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

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!

WHISKERS CAMARILLO

www.whiskerscamarillo.com

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Legal Considerations

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 Whiskers Camarillo or special arrangements are agreed upon by both parties in writing. 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 1/19/2004 (% 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 preformed.
- Whiskers Camarillo is not responsible for wilted, dead or otherwise unhealthy plants. Whiskers Camarillo 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.
- Whiskers Camarillo 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 Whiskers Camarillo within 14 days.
- Whiskers Camarillo 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. Whiskers Camarillo 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.
- Whiskers Camarillo 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. By signing this, Client is agreeing that there is a current Home Owners Insurance policy in place. Whiskers Camarillo 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. Whiskers Camarillo subscribes to insurance coverage through PSA for lost key lock replacements.
- 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. Whiskers Camarillo 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.
- Whiskers Camarillo 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 Whiskers Camarillo 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 Whiskers Camarillo, 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". Whiskers Camarillo 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 Whiskers Camarillo to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Whiskers Camarillo reserves the right to terminate this contract at any 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.
- Whiskers Camarillo 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 Whiskers Camarillo, will be the responsibility of the Independent Contractor and the company they represent. Client agrees to notify Whiskers Camarillo 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 Whiskers Camarillo 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: _____