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 **New Client Packet** 413-369-4027

chris@cloudninepetcare.com

**Thank you for choosing Cloud Nine Pet Care, LLC--I look forward to seeing you and your**

**pet(s) on Cloud Nine soon!**

**Instructions**:

Please print one copy of this packet, and complete using a pen.

**This Packet Includes:**

* Rates and Services Summary
* Contract and Legal Considerations (Sign and return) (Please keep a copy for your records)
* Veterinary Release Agreement (Fill in amount, sign and return)
* Pet Information Disclosure (Print one copy for each pet; each form is 2 pages, fill out and return) Please complete one Pet Information Form for **each** pet, litter, or fish tank.
* Key Handling Agreement (Fill out, sign and return)
* 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 for a $3 fee)
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
8. Vaccination records and copy of rabies certificate



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|    Rates & Services 2018 413-369-4027chris@cloudninepetcare.com |
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| VISIT TYPE  | RATE (per visit)\* |
| Initial Consultation | FREE  |
| Quick Check | $15 |
| Standard | $20 |
| Extended | $25 |
| Overnight | $60 + $10 mid-day Quick Check (opt.) |
| Key Pick-up or Drop-off | $10  |
|  |  |
| ADDITIONAL FEES  | RATE  |
| Returned Check | $20 |
| Late Payment | $2/visit |
|  |  |
| Travel ChargesService area includes Conway, Deerfield, Sunderland, Ashfield, Shelburne, Buckland, Whately & Greenfield areas; however, visits over 10 miles away may incur an additional per mile charge over 10 miles of $1/mile per visit. Maquest will be used to calculate mileage. |

**\*\*\*No extra charges for multiple pets, to administer medications, or holidays!**Note:**Please schedule** **adequate time to provide the services requested**.  If your pet or home needs more time then scheduled, it will be added as needed and billed to you. Yard pickup, watering and other average tasks are included in base price. \*Rates may be subject to changebased on individual circumstances. | *Specials***$5 Off Your First Service**New customers only, with 3 or more visits paid. $5 Credit For Every ReferralEvery referral that books service with us earns $5 to your account. Initial Booking Consultation 30-60 minutes *FREE*At this visit, I meet you and your pets, 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. Quick Check 15 MinutesThis visit is best for a quick potty break, or when you just need someone to pop in quick to check food/water, gather eggs or scoop the litter box, etc. Standard Visit 30 MinutesThis option adds additional time to a Quick Check to include a short walk or some extra care time or play time with your pet, when there is more than 1 pet that needs care, or for additional time needed for tasks like watering plants, filling bird feeders or getting the mail. This time also works well as a dog walk only option. Extended Visit 45 MinutesYou either have a lot of pets, a pet who really needs some extra exercise or TLC, or lots of tasks for me to do! Maybe all of the above? I'll be happy to take care of it for you!Overnights 7 p.m. - 7 a.m.This option is available on a limited basis (call to discuss) and includes an evening potty break and feeding, a potty break before bed and a morning feeding and potty break. An additional mid-day Quick Check is optional, but highly recommended, for a $10 fee ($5 off the regular Quick Check fee).**\*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**

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| **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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|  | **Veterinary Release Agreement** 413-369-4027chris@cloudninepetcare.com |

*Cloud Nine Pet Care, LLC will make every effort to contact you in the event of an emergency; however, if you cannot be reached, I will use this form to procure care:*

In the event that any of my pets or large animals 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 Cloud Nine Pet Care, LLC, I give permission to Cloud Nine Pet Care, LLC to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. In the event my preferred veterinarian is unavailable, other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask Cloud Nine Pet Care, LLC to inform the attending clinic or veterinarian of myrequested total diagnosis and treatment limit of $\_\_\_\_\_\_\_\_\_\_\_\_\_ per pet / all pets (most common values are $200, $1000, or unlimited). 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 Cloud Nine Pet Care, LLC 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 Cloud Nine Pet Care, LLC care provider to use their best judgment in handling these situations, and I understand that Cloud Nine Pet Care, LLC assumes 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 Special Service fees assessed by Cloud Nine Pet Care, LLC for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Cloud Nine Pet Care, LLC 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).

Every dog, cat, and horse at the site of service will be current (per my veterinarians recommendations) on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify Cloud Nine Pet Care, LLC of any signs of injury or possible illness before any visit as soon as the condition appears. Cloud Nine Pet Care, LLC reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Cloud Nine Pet Care, LLC strives to provide clean, safe service to each of our clients. In doing so, Cloud Nine Pet Care, LLC strongly recommends that each pet and large animal be vaccinated, de-wormed, and protected from harmful insects according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Cloud Nine Pet Care, LLC cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within Cloud Nine Pet Care, LLC's care. 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

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|  |  **Contract and Legal Considerations**  413-369-4027chris@cloudninepetcare.com |

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 Cloud Nine Pet Care, LLC 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. 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 5/1/2017 (% 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.
* Cloud Nine Pet Care, LLC is not responsible for wilted, dead or otherwise unhealthy plants. Cloud Nine Pet Care, LLC 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.
* Cloud Nine Pet Care, LLC 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 Cloud Nine Pet Care, LLC within 14 days.
* Cloud Nine Pet Care, LLC 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. Cloud Nine Pet Care, LLC agrees to remain insured through PSA or a comparable pet sitting liability insurance entity during each service period. Cloud Nine Pet Care, LLC accepts no responsibility for loss to the premises 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.
* Cloud Nine Pet Care, LLC 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. Cloud Nine Pet Care, LLC will attempt to re-secure the home to client instructions 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 secured.
* 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. Cloud Nine Pet Care, LLC 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.
* Cloud Nine Pet Care, LLC 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 Cloud Nine Pet Care, LLC 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 Cloud Nine Pet Care, LLC, 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”. Cloud Nine Pet Care, LLC will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
* This contract permits Cloud Nine Pet Care, LLC to accept all future telephone, online, mail or email reservations and provide service without additional signed legal considerations agreements.
* Cloud Nine Pet Care, LLC 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.
* Cloud Nine Pet Care, LLC 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. Claims of negligence that involve a hired Independent Contractor, hired by Cloud Nine Pet Care, LLC, 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 discuss any concerns with Cloud Nine Pet Care, LLC 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 Cloud Nine Pet Care, LLC term changes relayed verbally to the client, mailed or emailed in writing to the client, orposted on our website under the heading Terms .
* This contract may be terminated by either party by giving thirty days written notice to the other party.
* 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cloud Nine Pet Care, LLC Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  | **Pet Information Disclosure** 413-369-4027chris@cloudninepetcare.com |

**\*Please complete one Pet Information Disclosure form per pet\***

**Owner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pet Name/Nickname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Pet Type: Dog / Cat / Horse / Other: \_\_\_\_\_\_\_\_\_\_\_\_ Length of Time Owned: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sex: M / F Declawed: Y / N Neutered: Y / N

Color(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Age: \_\_\_\_\_\_ Size/Weight: \_\_\_\_\_\_\_

Distinguishing Marks: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Microchip/Tattoo/Dog Tag #: \_\_\_\_\_\_\_\_\_\_\_

 **\*A copy of a current rabies certificate is required for all dogs\*** Rabies Tag #\_\_\_\_\_\_\_ Expires \_\_\_\_\_\_\_\_\_

**Feeding Instructions:**

[ ]  Feed apart from other pets/supervise [ ]  Dispose of uneaten food [ ]  Remove food after \_\_\_\_ Min

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| [ ]  **Dry** Brand:Measure with:Amount **per feeding**:Where to feed: |  | [ ]  Morning[ ]  Afternoon[ ]  Dusk[ ]  Night | Procedure: |
| [ ]  **Wet** Brand:Measure with:Amount **per feeding**:Where to feed: |  | [ ]  Morning[ ]  Afternoon[ ]  Dusk[ ]  Night | Procedure: |
| [ ]  **Medication(s)**:Amount **per dose**:Location:Hide In Treat: |  | [ ]  Morning[ ]  Afternoon[ ]  Dusk[ ]  Night | Procedure: |
| [ ]  **Medication(s)**:Amount **per dose**:Location:Hide In Treat: |  | [ ]  Morning[ ]  Afternoon[ ]  Dusk[ ]  Night | Procedure: |
| [ ]  **Water**  | *Water will be cleaned and filled frequently* | [ ]  Tap [ ]  Bottled [ ]  Filtered  | Dish Location:Water Location: |
| [ ]  **Treats** Name:Amt:Location: |  | **Notes:** |

**Restricted Foods: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**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, counters, beds[ ] Restrict pet area/crate only when pet is alone[ ] Restrict pet area/crate at all timesRestricted Area/Crate Location:Other off-limit areas: |

Owner Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pet Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Emergency Care:** *\*Placing Credit Card on file at vet's office is recommended*

Vet/Clinic Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pet Allergies:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Vaccinations up to date on (month/yr):

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Temperament/Personality: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Pet Doesn’t Like:

[ ]  Baths [ ]  Hot Days [ ]  Sharing Food Dishes

[ ]  Men/Children [ ]  Rain / Snow / Cold [ ]  Loud Noise / Vacuum / Garbage Disposal / Thunder

[ ]  Massage [ ]  Other/New Animals [ ]  All Humans

[ ]  Ears, Feet, Tail Touched [ ]  Other Family Pets [ ]  Strangers

[ ]  Sprays [ ]  To be Held / Pet [ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pet reacts to the above by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does Your Pet Display: Food Guarding Y / N Toy Guarding Y / N

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 to? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_

 How can he/she be retrieved? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Commands: (Please circle commands we know, and underline commands we are working on):

 Sit No Outside Make Poo Potty Bad Bath In the House

 Stay Down Walk Food Who’s Here Good Move Ride

 Come Lay Don’t Pull Treat Back Drop [it] Quiet Off

 Come-on Heel Out Walk Nice Cookie Naughty Don’t Touch Other: \_\_\_\_\_\_\_\_\_\_\_\_

Favorite Games, Toys, and Activities: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Any additional information that will help me care for your pet: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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May I use photos of your pet on my website and/or Facebook? \_\_\_Yes \_\_\_ Yes with no name \_\_\_No

Client/Owner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  | **Key Handling Agreement** 413-369-4027chris@cloudninepetcare.com |

**\*Two keys or two methods of entry must be provided in case one fails.\***

**I have provided Cloud Nine Pet Care, LLC with the following key(s) on date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*(Please describe in detail, including the doors the keys will open)*

Main Key(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Backup Key(s) (A $3 per key charge will be assessed to make a second key if a second key or backup method of entry is not provided):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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I furthermore agree to and understand the following conditions and terms:

* Cloud Nine Pet Care, LLC has my permission to make a copy of my key(s) for emergency / backup purposes at their discretion.
* Cloud Nine Pet Care, LLC agrees to place an identifying code on my keys. My keys will not be marked with my name, address, or pet’s names. When not in use or prepared for use, my keys will be stored in a secure location by Cloud Nine Pet Care, LLC.
* My keys will be automatically retained by Cloud Nine Pet Care, LLC at the end of each service period. Cloud Nine Pet Care, LLC will place the key in a secured location until future service is requested.
* Cloud Nine Pet Care, LLC has permission to provide my keys to any of its employees or independent contractors that will be providing me with Pet Sitting Service.
* I understand that if I decide that 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. This note will include the message “Cloud Nine Pet Care, LLC - Leave Key on ”, the date and time of the last scheduled visit, and instructions on how to secure my home while leaving the key. I understand that Cloud Nine Pet Care, LLC 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.
* Cloud Nine Pet Care, LLC 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/Owner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  | **Service Request** 413-369-4027 chris@cloudninepetcare.com |

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|  **Pets** |

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|  |  |  |  |  |
| **Client Full Name**  |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Best Way to Contact Today** |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Contact At** |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |

 |
|

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **Service Begins** |  / / | **Time** |  |
| **Service Ends** |  / / | **Time** |  |

 |

|  |  |  |
| --- | --- | --- |
| 1st week: |  |  |
| **\_\_Mon \_\_Tue \_\_Wed \_\_Thu \_\_Fri \_\_Sat \_\_Sun** |  |  |
| 2nd week: |  |  |

 |

 **\_\_Mon \_\_Tue \_\_Wed \_\_Thu \_\_Fri \_\_Sat \_\_Sun**

\*I will do my best to accommodate your requested time, but please know that I cannot guarantee exact times.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Details** | ***Visit Time*** | ***Length*** | ***Rate*** | ***# of Visits*** | ***Total*** |
| Morning |  |  | **x** | **=** |  |
| Afternoon |  |  | **x** | **=** |  |
| Evening |  |  | **x** | **=** |  |
| Overnight |  7 p.m. - 7 a.m. |  Overnight | **x** | **=** |  |
|  |  |  |  | Subtotal |  |
|  |  |  |  | Additional Charges |  |
|  |  |  |  | Discounts |  |
|  |  |  |  | **Grand Total Due** |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  **How may we reach you while you are away?**  |  | **Trip Description/Hotel/Notes & Visitors Expected** |  |
|  Phone: |  |  |  |  |
|  Email: |  |  |
|  |  |

|  |  |  |
| --- | --- | --- |
| **Tasks Notes** |  | **Special Notes & Other Tasks** |
|  |  | Email Log |  |  |  |
|  |  | Potty Break |  |  |
|  |  | Walk Dog |  |  |
|  |  | Feed |  |  |
|  |  | Medical Care |  |  |
|  |  | Clean Litter Box  |  |  |  |  |  |  |
|  |  | Water Plants |  |  |  |  |
|  |  | Bring in Mail |  |  |  |  |
|  |  | Take out Trash |  |  | **Payment Method** |  |
|  |  | Collect Eggs |  |  | **Pay Date** |  |
|  |  | Other |  |  |  |  |

This request **must be confirmed** by my pet sitter, and **a Signed Copy must be left for the pet sitter**.   By submitting this request, I agree to all terms as stated on [their website](http://www.yourpetsitsitters/legalese.htm) .

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_     © 2003 Young, PetSits.Com