

The Whole Cat and Capoodle, LLC

Client Check List

Client Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

Phone numbers: (H) \_\_\_\_\_ (C) \_\_\_\_\_ (W) \_\_\_\_\_

Additional numbers: (C) \_\_\_\_\_ (W) \_\_\_\_\_

Email address(es): \_\_\_\_\_

\_\_\_\_\_

Pet(s) Name, DOB and Type: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Local Contact Person(s) and Phone Number(s) (in case of emergency) Cell number will be called first unless otherwise indicated. Please note that in the unforeseen event that I am unable to continue visits, this person may be asked to continue in my place:

Name: \_\_\_\_\_ relation: \_\_\_\_\_

(C) \_\_\_\_\_ (H) \_\_\_\_\_ (W) \_\_\_\_\_

Name: \_\_\_\_\_ relation: \_\_\_\_\_

(C) \_\_\_\_\_ (H) \_\_\_\_\_ (W) \_\_\_\_\_

Regular Veterinarian:

Hospital name: \_\_\_\_\_

Doctor's name: \_\_\_\_\_

Address: \_\_\_\_\_

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

Emergency (after hours) veterinarian:

Hospital name: \_\_\_\_\_

Address: \_\_\_\_\_

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

If no emergency veterinarian is specified, any emergency will be referred to the hospital below:

Arboretum View Animal Hospital  
2551 Warrenville Road Downers Grove, IL 60515  
(630) 474-2924

The following individuals may give a veterinarian consent for emergency treatment of any of the pets if you are unavailable (Cell number will be the first number called unless otherwise indicated):

Name: \_\_\_\_\_ relation: \_\_\_\_\_

Phone: (C) \_\_\_\_\_ (H) \_\_\_\_\_ (W) \_\_\_\_\_

Name: \_\_\_\_\_ relation: \_\_\_\_\_

Phone: (C) \_\_\_\_\_ (H) \_\_\_\_\_ (W) \_\_\_\_\_

For vacation care only: Will someone else have access to your home while I am caring for your pet(s)? If yes, who? (Please include phone number):

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Security Systems:

Do you have a security system? \_\_\_\_\_

Where is it located? \_\_\_\_\_

How is it activated/deactivated? \_\_\_\_\_

Do you have a security camera (Ring/Nanny Cam, etc)? \_\_\_\_\_

For vacation care only:

Special instructions for Home Care (mail, garbage, plants, drapes/blinds, lights etc):

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For vacation care only:

Special instructions for Pet Care (feeding guidelines, medication(s), daily routines, etc):

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While you are away, does your pet exhibit any signs of being stressed? (Not eat, act depressed, hide, etc.) Please provide any pertinent information:

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For dogs only: Unless otherwise indicated, your dog(s) will be walked all visit except for bedtime. What are your dog(s) potty habits while walked? (Frequent marker, produces stool each walk, etc.) Please provide any pertinent information:

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Does your pet(s) have any behavior or aggression problems? If pet is walked, do they have any problems seeing other pets being walked? (Barking, lunging, pulling etc)

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Is there a special location you would like poop bags disposed of?

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For vacation care only: Dates of service: \_\_\_\_\_

Times of visits (Exact times cannot be guaranteed. Please provide a TWO hour window between 6:00am and 10pm. Please note that times between 6pm-8pm are not available):

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Total number of visits: \_\_\_\_\_ Total Fee Due: \_\_\_\_\_

Please refer to my website for current visit costs. Certain holidays incur an additional charge per visit. Please see my website for added cost and applicable holidays.

Pet sitting payments are due at the start of visits. Please leave cash or check (Made payable to The Whole Cat and Capoodle) on the kitchen counter or location as discussed. Venmo, PayPal and Zelle are also accepted. Recurring dog walk payments are due weekly on Friday.

Client's signature \_\_\_\_\_ Date \_\_\_\_\_

I enjoy taking pictures and sending them to my clients. Would it be okay for me to post these pictures on my company's Facebook page? Your privacy will be respected and no specific locations will be given.

Yes      No

Thank you so much for entrusting me with the care of your pet(s) and home. Please do not hesitate to call with any questions. I will send you a daily update via text to let you know how things went. Please note that the timing of my text is not indicative of my visit time.

## SERVICE AGREEMENT

- Clients agree to pay in full at time of first visit. There will be a \$25 service charge for each returned check.
- Cancellation policy: Once services are confirmed, I dedicate time to you and do not overbook. I understand your plans may change and I do not charge for cancellations with adequate notice. However, if you cancel 24 hours or less prior to scheduled service date, there will be a \$25 cancellation fee. • Reservations are made to plan sitter availability with consideration to additional clients. Therefore, clients returning early will be required to pay for the reserved amount of sitter time scheduled.
- The Whole Cat and Capoodle, LLC agrees to provide agreed upon services in a manner that is trustworthy, caring and dependable. The client expressly relinquishes any and all claims against the company, except those arising from negligence. The Whole Cat and Capoodle agrees to remain fully insured.
- The Whole Cat and Capoodle, LLC is not responsible for damage to the home beyond their control such as, but not limited to leaks, electrical problems or acts of nature. In these situations, the company will attempt to contact the client and/or designated emergency contact prior to a subjective decision on resolving any such issues. All repairs and related fees will be paid by the client or fully reimbursed to The Whole Cat and Capoodle, LLC within 14 days.
- The Whole Cat and Capoodle, LLC is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Client agrees to secure home prior to leaving the premises and Pet Sitter will re-secure home at the end of each visit. The Whole Cat and Capoodle, LLC subscribes to insurance coverage for lost key lock replacements.
- Client will notify Pet Sitter of everyone who has been granted access to the home during the service period. The Whole Cat and Capoodle, LLC accepts no responsibility for security of the premises or loss if other individuals have access to a client's home or if home is not properly secured.
- Client must have legal rights to place the pets in the care of pet sitters, kennels and veterinary hospitals and clinics. The pet sitter cannot service a home with "visiting" pets or animals that do not belong to the home owner of the service site without separate sets of agreement forms signed by each rightful owner(s).

- The terms of this document apply to all pets owned by the client, including any and all new pets that the client obtains on or after the date this document is signed, at any and all locations the client designates for service.
- Client is responsible for pet-proofing house and yard, security fences, gates and/or latches. The Whole Cat and Capoodle, LLC will not be responsible for the safety of any pets or liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.
- The Whole Cat and Capoodle, LLC is authorized to seek any regular or after hours emergency veterinarian assistance needed during visits from any veterinarian as chosen by the client should the need arise. The veterinarian will call the client (or one of the persons authorized to make medical decisions) for authorization to treat. If unable to contact client or authorized persons and this is an emergency, the veterinarian is hereby authorized to treat the pet at their discretion. Any medical expenses incurred is the responsibility of the client.
- Client is responsible for supplying necessary equipment/supplies needed for care of their pet(s), including but not limited to, well-fit collar or harness, leashes, pooper scoopers, litter boxes, cat litter, pet food, cleaning supplies and medications. Client authorizes any purchases necessary for the satisfactory performance of duties. Client agrees to be responsible for the payment of such items, as well as service fees for obtaining items and will reimburse The Whole Cat and Capoodle, LLC within 14 days of all purchases made.
- Should anyone from The Whole Cat and Capoodle, LLC be bitten or otherwise exposed to any disease or ailment received from Client's pet which has not been properly vaccinated, it is the client's responsibility to pay all costs and damages incurred by the victim.
- Client will be responsible for all medical expenses and damages resulting from an injury to the pet sitter, or other person(s), by the pet(s). Client agrees to indemnify, hold harmless and defend The Whole Cat and Capoodle, LLC, in the event of a claim by any person injured by the pet(s).
- The Whole Cat and Capoodle, LLC will make every effort possible to see to your pet(s) safety and care in the event of a disaster, weather related event or crisis but cannot guarantee it. • The Whole Cat and Capoodle, LLC may use their discretion to end service at any time that a pet poses a danger to the safety or health of itself, other pets or people. If concerns prevent the pet sitter from continuing pet services, the client 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 the responsibility of the client.
- The Whole Cat and Capoodle, LLC is not responsible for wilted, dead or otherwise unhealthy plants. Please place all indoor plants on a waterproof surface as we are not responsible for water damaged area.

- Client agrees to discuss any concerns with The Whole Cat and Capoodle, LLC within 24 hours of return after service.

- This agreement is valid from the date signed and replaces prior legal considerations agreements. Client agrees to any future The Whole Cat and Capoodle, LLC term changes relayed verbally to the client, mailed or emailed in writing to the client or posted on our website. This agreement may be terminated by either party by giving 30 days written notice to the other party.

- This contract permits The Whole Cat and Capoodle, LLC to accept all future telephone, online, mail or email reservations and provide service without additional signed legal agreements.

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

Client Name: \_\_\_\_\_

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