



**Hooves, Paws & Claws Professional Pet Sitters, LLC**  
941-219-9823    www.hpcluvspets.com    sitters@hpcluvspets.com  
4949 State Road 64 E. #209, Bradenton, FL 34208

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## New Client Packet

**Thank you for choosing Hooves, Paws & Claws Prof. Pet Sitters, LLC!**

### **Instructions:**

Please print one copy of this packet, complete and have ready for your initial consultation.

### **The New Client Packet includes:**

- Terms & Conditions (Signature Required)
- Veterinary Instructions & Release (Fill in amount, Signature Required)
- Pet Care (If all pets are on same routine, only fill out one form , Signature Required)
- Secure Key Program (Signature Required)
- Rates and Service Request (Signature Required)

You will receive a copy of all paper work, left at the first visit with receipt.

### **Please have these items ready for the initial interview:**

1. Your signed documents
2. 1 key – if you participate in the Secure Key Program we will make the 2<sup>nd</sup> copy free of charge to keep as a back up. If you choose to discontinue to use the Secure Key Program, both keys will be returned to you.

Thank you for choosing Hooves, Paws & Claws Professional Pet Sitters, LLC!



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## Terms and Conditions

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. The pet sitter/HPC is synonymous with Hooves, Paws & Claws Professional Pet Sitting Service.

The utmost care will be given to both your pet(s) and your home. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against HPC, except those arising from negligence of the pet sitter. Client agrees to notify HPC of any concerns within 24 hours of return.

- Deposit in full is due at time of reservation. **Reservations are not held** until payment in full is received.
- Hooves, Paws & Claws or special arrangements are agreed upon by both parties in writing. A \$5 per visit late charge will be assessed to service that is not paid in advance.
- There will be a **\$35 service charge** for each returned check.
- In the event it is necessary to initiate collection proceedings on the account, the Client will be responsible for all attorney's fees and costs of collection.
- Unpaid service may be cancelled without notice, including prior to or during the service period.
- Cancellation Charge Schedule effective 1/1/2007 (% 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 the pet sitters/HPC availability to clients.
- In the event of early return, Client must notify the pet sitter/HPC promptly to avoid being charged for unnecessary visit(s).
- There will be an additional \$5 charge per visit on the following holidays:

New Years Eve	New Years Day	Easter Sunday	4 <sup>th</sup> of July	Labor Day
Memorial Day	Thanksgiving	Christmas Eve	Christmas Day	
- HPC is not responsible for wilted, dead or otherwise unhealthy plants. HPC 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.
- The pet sitter/HPC 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 pet sitter/HPC within 14 days.

- The pet sitter/HPC cannot be held responsible for any mishaps, claims, and/or expense attributed to the destructive or unpredictable behavior of the client's pet(s) that cause damage to the client's home/property and/or a neighbor's home/property, (i.e., biting, furniture damage, accidental death, etc.) Nor can we be held liable for injury, disappearance, death, or fines of pet(s) with access to the outdoors.
- The pet sitter/HPC 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/HPC. HPC agrees to remain fully insured through PSA or a comparable entity. HPC 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.
- At the time that service is booked, Owner will notify pet sitter/HPC, in writing, of everyone who has been granted access to the home during the service period. The pet sitter/HPC will not enter an occupied home under any circumstances that we have not previously been made aware of, nor will we allow entry to any person we have not been made aware of. The pet sitter/HPC will not be held responsible for any damages incurred to your home or pet(s) by said visitors. It is understood that anyone with access to the home will be notified of the pet sitter/HPC presence and vice versa. The local law enforcement will be called for all suspicious/unknown person(s) or intruder without exception.
- HPC 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. HPC will re-secure the home to the best of its ability at the end of each visit.
- Clients may use our "Secure Key Program", their key(s) are kept on file with the pet sitter/HPC in a secure, coded location for future services. Two keys are used in the "Secure Key Program", 1<sup>st</sup> key used at time of service and kept with pet sitter/HPC, the 2<sup>nd</sup> kept in a lock box in an undisclosed location for emergency use only. If client prefers to have keys returned, client agrees to pay \$8.00 key pick-up for future services. For safety and security reasons we will NEVER leave your key in your home after our last visit.
- Client expressly gives the pet sitter/HPC the authority to employ a locksmith on their behalf and to reimburse the pet sitter/HPC promptly upon their return for all costs incurred in the event of malfunction of the lock, keys or automatic door opener.
- Pet Owner must have legal rights to place the animals in the care of Pet Sitters/HPC, Kennels, and Veterinary Clinics. The Pet Sitter/HPC 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. The pet sitter/HPC will not be responsible for the safety of any pet(s) and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.
- The pet sitter/HPC is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client. Client agrees to reimburse the pet sitter/HPC for any additional fees for tending to emergency or veterinary care as well as any expenses incurred for same. Every effort will be made to contact the Client prior to obtaining emergency care. It is recommended that prior arrangements (financial and decisions for treatment) be made with your veterinarian prior to pet sitting services.
- Client agrees to provide the pet sitter/HPC with a phone number where they can be reached while away. Client will also provide a phone number of another person to contact who is authorized to handle any major problems that may occur while away. If Client or the other contact person cannot be reached, Client agrees to accept any decision the pet sitter/HPC makes in regards to the pet's care or Client's property.

- 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.
- All pets under the care of pet sitter/HPC are to be currently vaccinated. Should HPC or a third party be bitten or otherwise exposed to any disease or ailment received from Client's animal which has not been properly and currently vaccinated, it will be the client's responsibility to pay all cost and damages incurred by the victim(s).
- 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 HPC 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". HPC will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- In the event of inclement weather, natural disaster, or national emergency, the pet sitter/HPC is entrusted to use their best judgment in caring for Clients pet(s) and home. The pet sitter/HPC will be held harmless for consequences related to such decisions.
- In the event of personal emergency or illness of pet sitter/HPC, Client authorizes pet sitter/HPC to arrange for another qualified pet sitter/company to fulfill pet sitting responsibilities. Client will be notified in such a case. All terms and conditions set forth on this contract will apply to replacement Pet Sitter and Client.
- **Client agrees that this Terms and Conditions form is valid approval for future services of any purpose provided by HPC and/or outlined in this form. The Terms and Conditions form will remain valid and in effect for as long as the undersigned remains a HPC Client, permitting HPC to accept telephone, and emails reservations for services and enter client premises without additional signed contracts or written authorization.**
- HPC 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/HPC. 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.
- HPC 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.
- This agreement is valid from the date signed, and replaces any prior Terms & Conditions/Legal Considerations agreements. Client agrees to any future HPC term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website under the heading Terms & Conditions/Legal Considerations.
- **The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.**

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

Print

Signature

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





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## Pet Care Sheet

Please complete one Profile per pet or litter.

**Pet Name:** \_\_\_\_\_

**Breed:** \_\_\_\_\_

Sex: M    F

De-clawed:    Y    N        Neutered:    Y    N

License #: \_\_\_\_\_

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

Physical Description:  
 \_\_\_\_\_

Birth date: \_\_\_\_\_ Or Age: \_\_\_\_\_

Weight: \_\_\_\_\_ Or Size: \_\_\_\_\_

### Feeding Instructions: check all that apply

Feed apart from other pets/supervise     Dispose of uneaten food     Remove food after \_\_\_\_\_ minutes

<b>___ Dry Food</b> Brand: Measure with: Amount: Where to feed:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<b>___ Wet Food</b> Brand: Measure with: Amount: Where to feed:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<b>___ Medication(s) *</b> Amount: Location: Hide In Treat:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<b>___ Water</b>	<b><i>Water will be          cleaned and filled          frequently</i></b>	<input type="checkbox"/> Tap <input type="checkbox"/> Bottled <input type="checkbox"/> Filtered	Dish Location:  Water Location:
<b>___ Treats</b> Brand/Name: Amount per Visit: Location:		<b>Notes:</b>	

\* List additional medications on back of this sheet if needed

### Other Pet info: please check all that apply

NOT allowed outdoors at all

Allowed on furniture, counters, beds

ONLY allowed outdoors on leash

Restrict pet area/crate only when pet is alone

Turnout, invisible fenced yard **with collar**

Restrict pet area/crate at all times

Turnout, secure fence: \_\_\_\_\_

Restricted area/off limit areas:

Turnout, no fence, doesn't leave yard

NOT allowed indoors


## Medical History:

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Ongoing or reoccurring illnesses, injuries, treatments or medications: \_\_\_\_\_

Pet allergies: \_\_\_\_\_

Symptoms to look for: \_\_\_\_\_

Rabies Vaccine up to date?  Yes  No

Is pet on heartworm medication?  Yes  No

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## Temperament/Personality:

Pet Doesn't Like:

Leashing

Hot Days

Sharing Food Dishes

Walking

Rain / Cold

Loud Noise / Vacuum / Garbage Disposal / Thunder

Petting/Massage

New Animals

All Humans

Ears Touched

Other family pets

Strangers

Sprays

People near food dish

Other

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

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? \_\_\_\_\_

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## 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)      Come-on      \_\_\_\_\_

Heal      Out      Walk nice      Cookie      Naughty      Don't touch      Off      \_\_\_\_\_

Allowed to go for rides in pet sitter's vehicle?  Yes  No  Medical or other emergencies only

May we take a picture of your pet?  Yes  No

If so, may we post your pet's picture online at [www.hpcluvspets.com](http://www.hpcluvspets.com)?  Yes  No

Favorite games, toys and activities:

Printed Name: \_\_\_\_\_

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



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### Secure Key Program

My signature below enrolls me into the Secure Key Program. As a participant, I agree to provide Hooves, Paws & Claws (HPC) with a key to my home and HPC will make the 2<sup>nd</sup> key. One Key will remain with the pet sitter and the other will be in an undisclosed lock box. I understand that HPC will take all precautions to safeguard and protect the identity of my house keys.

All keys will only be marked with an alpha-numeric coding system and will not be with client info.

Registration in the Secure Key Program will allow HPC to make reservations quicker and more convenient for both HPC and myself.

As a Secure Key Program participant, I agree to hold HPC harmless for any loss, damage or injury of any kind of pet or property during periods that I am not under written or oral contract for pet sitting services. I understand that this agreement may be terminated by either party at any time. I will give HPC 48 hours advance notification should I choose to terminate service.

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Client Signature

---

Date



*Rates & Service Request*

<b>Please Print</b>												
Client Name: _____												
Address: _____												
Home Phone #: _____		Other Phone#: _____										
<b>Cat &amp; Caged Critters</b>	<b>Pet Sitting Packages</b>	<b>Farm Visit Packages</b>	<b>Mid-Day or Daily Walks</b>									
<b>1 Visit a day \$ 13</b>	<b>1 Visit a day \$ 18</b>	<b>1 Visit a day \$ 30</b>	<b>\$16 per visit</b>  <b>\$ 60 per week</b> on going service <i>You Save \$20</i>									
<b>2 Visit a day \$ 24</b>	<b>2 Visit a day \$ 34</b>	<b>2 Visit a day \$ 50</b>										
<b>3 Visit a day \$ 33</b>	<b>3 Visit a day \$ 48</b>	<b>3+ Visits \$ 15 each</b> additional visit										
# days needed: _____ Start Date: _____ End Date: _____												
<b>Visit Times</b>	<b>Visit Type</b>	<b># of Visits Per day</b>	<b>Cost Per Visit</b>	<b>Total</b>								
Morning (7am-10am)												
Mid-day (11am-3pm)												
Evening (4pm-7pm)												
Late Night (8pm-10pm)												
Sub-total												
Discount or Holiday Charge												
<b>TOTAL</b>												
<b><i>Specials</i></b>		<b><i>Important Terms</i></b>										
<p align="center"><b><u>New Client</u></b> <b>\$10 off Your First Visit!</b></p> <p align="center"><b><u>Referrals</u></b> Collect a <b>\$5 Credit</b> For Every Referral</p> <hr/> <p align="center"><b><u>First Responders &amp; Military Personnel</u></b></p> <p align="center"><b>10% Discount</b> Just our way to say <b>THANK YOU!</b></p>	<p align="center"><b><u>Weekly Dog Walking Special!*</u></b></p> <p align="center"><b>ONLY \$60</b></p> <p align="center"><b>Save \$20 - Book on a monthly basis for Mon-Fri visits</b></p> <p align="center">Great if you work long hours, or for that high energy dog who needs extra play time, or a mid-day potty break puppy!</p>	<p><b><u>Payment</u></b> and a <b><u>signed &amp; completed Service Request</u></b> due before service starts. With prior arrangements you may leave a check in full. Checks made out to <b>HPC Pet Sitters LLC</b></p> <p><b>\$5 Holiday Charge</b> - New Years Eve, New Years Day, Easter Sunday, 4th of July, Labor Day, Memorial Day, Thanksgiving, Christmas Eve &amp; Christmas Day</p> <p align="center"><b>Refunds &amp; Cancellations</b></p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td><b>Holiday</b></td> <td>Payment in full is charged (no refunds)</td> </tr> <tr> <td><b>0-48 Hrs</b></td> <td>Payment in full is charged (no refunds)</td> </tr> <tr> <td><b>2-7 Days</b></td> <td>20% of Service total is due (80% refund)</td> </tr> <tr> <td><b>8+ Days</b></td> <td>No charge, refund in full</td> </tr> </table>			<b>Holiday</b>	Payment in full is charged (no refunds)	<b>0-48 Hrs</b>	Payment in full is charged (no refunds)	<b>2-7 Days</b>	20% of Service total is due (80% refund)	<b>8+ Days</b>	No charge, refund in full
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This request **must be confirmed** by Hooves, Paws & Claws Prof. Pet Sitters, LLC. By submitting this request, I agree to all terms as stated on [our website](#) . Payment: \_\_\_ Cash \_\_\_ Check Please make checks out to **HPC Pet Sitters, LLC**.

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