



## Tails on Trails

### New Client Packet

**Thank you for choosing Tails on Trails!**

#### **Instructions:**

Please print one copy of this packet, and complete using a pen. This form can be printed one-sided or two, in black & white or color.

#### **This Packet Includes:**

- Rates Summary
- 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)
- Contact Information Form

#### **Have These Items Ready for the Initial Interview:**

1. Your signed documents
2. **Two Keys – One for your regular sitter and one for the back-up; please make sure they work! – We can make extra keys for a \$20 fee**
3. Emergency contact information for yourself, and two other contacts
4. A list of items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc)
5. Veterinary contact & medical information (allergies, conditions)
6. Trip information, including Hotel and if you plan to have visitors while away

**Please note that mid-day visits will be performed from 11 AM until 2 PM. We will always do our best to accommodate your specific needs. We cannot, however, guarantee a visit time. Please allow us to schedule visits in the timely and geographical order that makes the most sense. Puppies learning to be house-broken will always be given special attention to time.**

# Tails on Trails

# Rates & Services

VISIT TYPE	RATE (PER VISIT)
<b>Initial Consultation</b>	<b>FREE</b>
Regular Walk	\$20 per visit*
Short Walk	\$16 per visit*
Yard Let Out	\$15 per visit*
Vacation Visit	\$20 per visit
Short Vacation Visit	\$16 per visit
Overnights	See schedule
Additional Services	Hikes, pet taxi, and accident clean-up – just ask!
ADDITIONAL FEES	RATE (PER VISIT)
Additional dogs when two cannot be walked together	Add \$5
Last Minute, Holidays, after hours (before 8 AM and after 7:30 PM start times)	Add \$5
Keys made, returned or picked up outside a visit, or lock-out service	\$20

## Specials

**\*Monday thru Friday service – 10% Discount**

**Vacation Budget Pleaser – 10% Discount for any three services on the same calendar day**

**Overnight Budget Pleaser – 5% Discount for seven or more consecutive nights**

**Puppy Package – one regular and one short visit M-F - \$29.50; two M-F short visits - \$27.00; Budget Pleaser – 5% discount for monthly prepay – no cancellation refunds.**

### **Initial Booking Consultation 30 minutes**

At this visit we can 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, whenever possible. We can accommodate emergency needs, however! **Please have two keys ready at the initial meeting. If other arrangements need to be made for keys, there may be a visit charge of \$20.**

### **Regular Walk 20-25 Minute Visit**

A hearty walk that your dog will enjoy. Visit includes feeding, fresh water, medication if necessary, a note about the walk, and a treat.

### **Short Walk 15 Minute Visit**

A great option for the dog that just needs a quick potty break. Walk includes clean water, a note about the walk, and a treat.

### **Yard Let Out 10 Minute Visit**

Short can be used as a quick turnout or potty break, easy keeper care. Yard let outs do not include feeding or medication.

**Overnights at your house 6:30 PM – 6:30 AM- \$80**

**Overnights at sitter’s home \$70**

**Overnights – puppies under 6 months add \$10**

All overnights includes one mid-day walk. Puppies will include two mid-day visits.

## **Important Terms**

**Payment** is due at time of service for vacations. To reserve on holidays, ½ of service fee due at time of reservation. Payment for regular walks due at the end of each week.

### **Visits Refunds & Cancellations**

We respectfully request 24-hours’ notice to cancel all daily or occasional appointments. Without proper notification, 50% of the service total is due.

### **Vacation Refunds & Cancellations**

<b>Holiday</b>	2 – 7 Days prior (20% of Service total is due) (80% Refund)
<b>Holiday</b>	0-2 Days prior full cost of reservation due

Please schedule **adequate time to provide the services requested**. If your pet or home needs more time than reasonably scheduled, it will be added as needed, and billed to you.

**Please note that mid-day visits will be performed from 11 AM until 2 PM. We will always do our best to accommodate your specific needs. We cannot, however, guarantee a visit time. Please allow us to schedule visits in the timely and geographical order that makes the most sense. Puppies learning to be house-broken will always be given special attention to time.**

**For your convenience, we accept Visa, MC, and Discover**



## Tails on Trails – Veterinary Release Agreement

VR

In the event that any of my pets or large animals appears to ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Tails on Trails, I give permission to Tails on Trails to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask Tails on Trails to inform the attending clinic or veterinarian of my requested 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 Tails on Trails care 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 Tails on Trails care providers to use their best judgment in handling these situations, and I understand that Tails on Trails and its staff assume 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 Tails on Trails for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Tails on Trails 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 Tails on Trails of any signs of injury or possible illness before any visit as soon as the condition appears. Tails on Trails reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Tails on Trails strives to provide clean, safe service to each of our clients. In doing so, Tails on Trails strongly recommends that each pet and large animal be vaccinated, dewormed, 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 Tails on Trails cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within Tails on Trails 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.

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Client/Owner Name:

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

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.

- Deposit in due at time of reservation. **Vacation reservations are not held** until deposit is received by Tails on Trails 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 (% applies to entire service period total):  
We respectfully request 24-hours notice to cancel all daily or occasional appointments. Without proper notification, 50% of the service total may be due.  
Vacation/Holiday Refunds and Cancellations:
  - **0 - 48 hours** prior to any service: 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.
- Tails on Trails, LLC is not responsible for wilted, dead or otherwise unhealthy plants. Tails on Trails, 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.
- Tails on Trails, 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 Tails on Trails, LLC within 14 days.
- Tails on Trails, 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. Tails on Trails, LLC agrees to remain fully insured through PSA or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding. Tails on Trails, LLC 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.
- Tails on Trails, 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. Tails on Trails, LLC 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. Tails on Trails, LLC 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. Tails on Trails, LLC 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.
- Tails on Trails 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 Tails on Trails, 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 Tails on Trails 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". Tails on Trails, LLC 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 Tails on Trails, LLC, to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Tails on Trails, LLC 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.
- Tails on Trails, LLC 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 Tails on Trails, 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 notify Tails on Trails, LLC 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 Tails on Trails, LLC 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.

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Client/Owner Name:

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



# Tails on Trails – Pet Information Disclosure

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Please complete one Pet Information Disclosure form per pet or litter.

**Owner:** 
**Pet Name:**   
 Breed: \_\_\_\_\_ Pet Type: Dog / Cat / \_\_\_\_\_  
 Sex: M/F Declawed: Y/N Neutered: Y/N  
 Physical Description (if similar to another): \_\_\_\_\_ Birth date: \_\_\_\_\_ Or Age: \_\_\_\_\_  
 Weight: \_\_\_\_\_ Or Size: \_\_\_\_\_

**Feeding Instructions:**

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

<input type="checkbox"/> <b>Dry</b> Amount: Location of feeding:		<input type="checkbox"/> Morning <input type="checkbox"/> Evening	Procedure:
<input type="checkbox"/> <b>Wet</b> Amount: Location of feeding:		<input type="checkbox"/> Morning <input type="checkbox"/> Evening	Procedure:
<input type="checkbox"/> <b>Medication(s):</b> Amt: Location: Hide In Treat:		<input type="checkbox"/> Morning <input type="checkbox"/> Evening	Procedure:
<input type="checkbox"/> <b>Medication(s):</b> Amt: Location: Hide In Treat:		<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dinner <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> <b>Water</b>	<i>Water will be cleaned and filled frequently</i>	<input type="checkbox"/> Tap <input type="checkbox"/> Bottled <input type="checkbox"/> Filtered	Dish Location: Water Location:
<input type="checkbox"/> <b>Treats</b> Name: Amt: Location:		<b>Notes:</b>	

**Pet's Living Area:**

<input type="checkbox"/> NOT allowed outdoors at all <input type="checkbox"/> ONLY allowed outdoors on leash  <input type="checkbox"/> Turn out, invisible fenced yard <b>with collar</b> <input type="checkbox"/> Turn out, secure fence: _____ <input type="checkbox"/> Turn out, no fence, but doesn't leave yard  <input type="checkbox"/> NOT allowed indoors	<input type="checkbox"/> Allowed on furniture, counters, beds <input type="checkbox"/> Restrict pet area/crate only when pet is alone <input type="checkbox"/> Restrict pet area/crate at all times  Restricted Area/Crate Location:  Other off-limit areas:
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Owner:

Pet:

**Emergency Care:**

*\*Placing Credit Card on file at vets office is recommended*

Vet Name:

Pet Allergies:

Clinic Name:

Vaccinations up to date on (month/yr):

Phone:

Heartworm test: Negative / Positive

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

**Temperament/Personality:**

Pet Doesn't Like:

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

Commands: (Please list commands pet knows, and underline commands pet is learning):

Allowed to go for rides in sitter vehicle? Y / N

May play with sitter's personal pet(s) for socialization? Y / N

Favorite Games, Toys, and Activities:

Comments:

Client/Owner Name:

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



# Tails on Trails - Contact Information

## CI

**First Name:**

**Last Name:**

**Pet(s):**

**Alarm:**

**Home Phone:**

**Cell Phone:**

**Address:**

**Work Phone:**

**Email:**

**Special Instructions regarding home**

**Parking:**

**If referred by client, specific:**

**Contact Method:**  Home Phone  Cell  Email

**First Vacation Sit**

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**Service Type:**  Vacation  Periodic  Daily

**Frequency:** X per  Day  Week

**Start:**

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**Length:**

**End:**

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**Rates Quoted:** \$\_\_\_ for \_\_\_\_\_ Minutes each visit

**Second Sit**

**Start:**

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**For Pet Taxi, if applicable:**

**Travel:** \$\_\_\_ Miles: \_\_\_\_\_ Minutes: \_\_\_\_\_

**End:**

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**Special Requests or Anything unusual to know about your pets:**

**Emergency Contacts**

*(Alternate)*

**Name:**

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**Phone:**

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**Cell/Work:**

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**Relation**

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**Location:**

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**Special Alerts**

**FLIGHT RISK, Describe:**

**OUT ON LEASH ONLY**  **No Leash Outside**

**WATCH DURING FEEDINGS**  **Separate Dishes**

**NO TREATS**  **Pick Up Dish after \_\_\_\_\_ Mins**