WELCOME TO PURRESSENCE PET CARE

It is my mission to positively enhance the busy lives of my clients by providing superior pet care with excellent customer service, trust and security. It’s more than just pet sitting and dog walking – I aim to create peace of mind by ensuring that all pets are being cared for with the exceptional and individualized attention that they deserve, in the comfort of their own home, while you are away. I promise to always conduct myself professionally and with integrity; ensuring that I respect you and your personal property at all times, and to love and treat your pets as though they were our own. I’ll also bring in your mail, newspapers and circulars, water plants, lights on/off and shades up/down because we want your home to look “occupied” when you are away.

Enclosed is your Registration Packet for pet sitting and dog walking services. Please print a copy of this packet and complete all forms prior to your scheduled initial consultation.

**This Registration Packet contains:**

 • Services and Pricing Guide – please initial next to preferred option

• Client Information Form – please fill out in its entirety

• Pet Information Form – please complete one form for each pet in the household

• Key Handling Form – please initial next to preferred option

• Vet Authorization Form – please fill out sign and date

 • Service Contract – please sign and date

 Please feel free to contact us if you have feedback, questions or concerns. I can be reached by email at Corinne@PurrEssence.com or by calling 860-810-7492

**Owner Information**

Pet Owners Name (First and Last): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

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

Emergency Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**Prices: Every** pet is special and PurrEssence will work with you in finding the right service combo that works best for you and your pet(s). Prices include up to two pets. Each additional pet will be charged an additional $5.00 per visit

**Express 15 Minute Visit ($15)\_\_\_\_\_\_\_**

**Standard 30 Minute Visit ($20) \_\_\_\_\_\_\_\_**

**Deluxe 1 Hour Visit ($30) \_\_\_\_\_\_\_\_\_\_**

**Payment for Services: Cash\_\_ Check\_\_ Credit Card (Through Time to pet app) \_\_**

**Venmo (CorinneBard-24) \_\_**

 How many visits do you want per day? \_\_\_\_\_\_\_\_\_\_\_\_

**Payments:** Payment is expected no later than 7 days after the final visit. Accept Cards Via the mobile app, cash, or checks. A $30 fee is assessed on all returned checks. All fees are due promptly and must be paid via cash or debit only.

Please Initial: \_\_\_\_\_\_\_

**House entry access**

Key given at meet and greet (5$ charge if we have to go back and pick up a spare after the meet and greet)

Garage door (hide a key must be placed outside) \_\_\_\_\_\_\_\_\_

Pin Pad Door Code/Lock Box\_\_\_\_\_\_\_\_\_

**Do you give PurrEssence permission to publish images of your pet(s): \_\_\_\_\_\_\_\_\_(Initial)**

Any text associated with these images may disclose your pets name, age, species, and breed while also describing certain personality traits

**Home security system information**

Where is the security system keypad located?

Alarm code + any additional keys to enter before or after the code:

**Pet’s Information -Please print one pet info sheet per pet.**

**Name of pet\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Type (dog, cat, rabbit etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Breed/Description\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Birthday/Age\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Sex M/ F Spay/Neuter Y/N Estimated Weight \_\_\_\_\_\_\_\_\_\_\_\_\_**



* Please describe your pet’s behavior towards new people.
* Does your pet know any cues that you would like me to use out on walks? Please describe.
* Please describe your pet’s behavior around food and water dishes, toys and bones.
* Where is your pet’s food, treat, and litterbox (if you have a cat) located?
* Where is your pets’ leash, poop bags located (If you have a dog)?
* Where is your vacuum, broom and cleaning supplies located?

**Veterinary Release**

If any of my pets 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 PurrEssence, I give permission to seek veterinary service from a veterinarian or a veterinary clinic. I ask PurrEssence to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of $\_\_\_\_\_\_\_\_\_\_\_\_ per pet / all pets. I will assume full responsibility for the payment and/or reimbursement for any veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. I further authorize PurrEssence 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). I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service period. I agree to notify PurrEssence of any signs of injury or possible illness before any service as soon as the condition appears. PurrEssence reserves the right to cancel service when a pet with a potentially infectious condition exists

This form will be kept on file for all future visits. If anything changes, please let me know ASAP so I can adjust your account.

**To the Veterinary Hospital:**

PurrEssence has been hired to pet sit for my pet(s) and has my permission to place them in your care in case of an emergency. While PurrEssence will attempt to contact me as soon as medical care is deemed necessary. However, in the event I cannot be reached immediately, I authorize you to treat my pet(s) and will be responsible for the payment of any fees.

Clients Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**Policies**

-Making a reservation PurrEssence cannot accept time-specific calls as I cannot guarantee specific times accurately (unless the pet is on medications that are time-specific) All visits requests are scheduled within a 2-hour window. By initialing you acknowledge this policy\_\_\_\_\_\_\_\_\_\_\_\_

-The client is responsible for providing PurrEssence with updates on any changes regarding your pet's care, health, behavior, and /or any other pertinent information.

-Cancellations must be received 3 hours ahead of the scheduled visit.($5 charge for late cancellations)

-Access to your home by others: If the client allows any other person(s) access to their home during PurrEssence contract period, PurrEssence cannot be held liable for any damages to your property or pets as a result. Please notify PurrEssence if someone will be in your home. Please also notify the person(s) in your home that PurrEssence will be entering your home so that your visitor is not surprised or otherwise upset by my entrance.

-Use of video surveillance: I am honest, trustworthy, and have nothing to hide, and don't mind if you use cameras. Please do not post any videos without my permission.

**Inclement Weather:**The service schedule may be changed, interrupted, altered, or canceled at my discretion. Every effort will be made to reach your home safely. If it is not possible to safely drive to your home, your emergency contact will be notified as soon as reasonably possible. It is best your emergency contact is a neighbor so they can reach your home.

PurrEssence Pet Care, LLC, and its independent contractors agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against PurrEssence Pet Care, LLC unless arising from gross negligence on the part of PurrEssence Pet Care, LLC. Client agrees to notify PurrEssence Pet Care, LLC of any concerns within 24 hours of returning home.

a. PurrEssence Pet Care, LLC shall not be held responsible for pets that cause damage to furniture, flooring/woodwork, carpeting, walls etc. while pet sitter is not present.

b. PurrEssence Pet Care, LLC shall not be held responsible for the loss, injury, death, or actions of any pet(s) the client has let outside or has instructed PurrEssence Pet Care, LLC to allow outside while sitter is not there. \*This includes pets with doggie doors and outdoor pets.

c. The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Proof of vaccination is required.

d. No fence system is 100 percent secure for your pet’s safety. PurrEssence Pet Care, LLC does not accept responsibility or liability for any pets that escape, are injured, become lost or fatally injured when left outdoors or given access to fenced in areas. This included electronic, wood, metal and all other fence types. All pets with electronic fences must wear their collars with fresh batteries. Likewise, PurrEssence Pet Care, LLC is not responsible or liable for pets that escape, are injured, become lost, or fatally injured when outdoors in areas that are NOT fenced in. PurrEssence Pet Care, LLC is not responsible for critters or animals i.e., coyotes, snakes, etc. that enter client’s yard or jump client’s fence and injure or fatally attack client’s pet(s).

e. PurrEssence Pet Care, LLC Pet Care will not sit for acutely ill animals or those with uncontrolled medical conditions. We suggest that your pet board with a veterinarian.

f. PurrEssence Pet Care, LLC does not accept aggressive animals. If pet(s) exhibits aggressive behavior that poses a risk to the pet sitter or prohibits them from caring for the pet(s), service will not be provided. Client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc.) if client’s pet(s) should bite another person or animal.

g. PurrEssence Pet Care, LLC will not walk unruly or untrained dogs. All dogs must be walked on a leash per local state law unless in designated off-leash parks.

h. Client authorizes PurrEssence Pet Care, LLC to obtain the services of a locksmith should a key, lock pad, keyless entry electronic door pad, or garage door opener malfunction. Client is responsible for all charges.

i. Client is responsible for making arrangements for snow removal. Visits may not be made in snow covered driveways and/or walkways because of safety reasons.

 j. PurrEssence Pet Care, LLC will not be responsible for any keys the client has asked to be mailed.

 k. Job sharing is not covered under our insurance. We can NOT be responsible for your pet or home if another service provider, friend or family member enters your home while we are not there.

**Cancellation Policy-** Cancellations must be received within 8 hours of scheduled visit or a cancellation fee of $10 will apply.

**Cancellation of Contract** -PurrEssence Pet Care, LLC reserves the right to deny service or terminate service if job differs from original consult or if the job poses safety issues or financial concerns. PurrEssence Pet Care, LLC also reserves the right to deny service or terminate service if illnesses or injuries occur, or, if incompatibility or inappropriate or uncomfortable situations arise. If dangerous or destructive behaviors preclude PurrEssence Pet Care, LLC from providing further care of pet(s), client authorizes pet(s) to be placed in a kennel, with all charges therefrom to be charged to client. Client may terminate this agreement at any time in writing and agrees to pay immediately any outstanding service invoices. Client agrees to arrange for another qualified sitter to fulfill the responsibilities set forth in this contract.

**Emergencies-**Client agrees to authorize PurrEssence Pet Care, LLC to handle any emergencies that may arise. PurrEssence Pet Care, LLC will make every effort to contact client, however client gives PurrEssence Pet Care, LLC authority to act in the pet’s/home’s best interest. Client agrees to an hourly rate of $30 is for all medical emergencies. If pet(s) become ill while under the care of PurrEssence Pet Care, LLC, client authorizes PurrEssence Pet Care, LLC to transport the pet(s) to client’s veterinarian or to one who is available, including after-hour emergency clinics. Client agrees to reimburse for any medical expenses PurrEssence Pet Care, LLC incurred within five days of returning home or a late charge of $20 will be applied. Client releases PurrEssence Pet Care, LLC from any and all liabilities related to treatment and transportation resulting from emergencies. PurrEssence Pet Care, LLC requires you to have a secondary responsible party to take care of your pet(s) in the event of unforeseen circumstances beyond our control such as inclement weather, natural disasters, and acts of terrorism. PurrEssence Pet Care, LLC is entrusted to use best judgment in caring for your pet(s) and home and will be held harmless for consequences related to such decisions. In the event of personal emergency or illness of Pet Sitter, client authorizes PurrEssence Pet Care, LLC to arrange for another qualified person to fulfill responsibilities as set forth on this contract. Every attempt will be made to notify client regarding such situation.

Client acknowledges that by signing below, he/she fully understands and agrees to the contents of this contract.

Client’s signature Date

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