

## **Guardian Pet Care & Massage**

**New Client Packet** 

Thank you for choosing Guardian Pet Care & Massage to provide care for your pets and their home while you are away!

#### Instructions:

Please print a copy of this packet and complete using an ink pen. The forms can be printed in black & white or color. Schedule an Initial Consultation with us in your home and have the completed forms ready to return at that meeting.

## This Packet includes:

- Services & Rates Summary
- Legal Considerations Agreement (initial 1<sup>st</sup> page, sign 2<sup>nd</sup> page and return)
- Pet Information form (each form is 2 pages; complete, sign and return)
  - (complete one Pet Information form for each pet, litter, or fish tank)
- Veterinary Release Agreement (fill in \$ amount, sign and return)
- Home Care Guide form (complete and return)
- Contact Information form (complete and return)
- Service Request (print one for each trip or service period, complete, sign and return)
- Key Handling Agreement / Ready Key Program (complete, sign and return)
- Welcome Note for Other Visitors & Emergency Personnel (leave out in home to be seen)
- Suggested Leave-Out Checklist (for your review)

## Have these items ready for the Initial Consultation:

- ✓ Your completed and signed documents and forms from this packet
- ✓ Two (2) keys or key sets
  - no name or address will be put on your keys we use a coded ID on them
     one key is used for visits and the 2<sup>nd</sup> key is maintained as a backup

## Ready Key Program:

The Ready Key Program provides for your keys to be retained in our secured safe, available for future service requests. This allows for quick and easy performance of your routine service requests and those which are emergencies or unexpected by you. It also provides you with a source for your keys if you should ever lock yourself out or if there is an emergency at your home and you are unavailable. You may also add us as an additional contact and key holder for your home alarm service. In these cases, Guardian Pet Care & Massage will respond with your keys for the cost of a Home Care visit, avoiding high locksmith charges or damage to your home. The Ready Key storage service is free of charge to our clients.

## **Guardian Pet Care & Massage**

## Services & Rates

Guardian Po	el Car	e & ivia		
VISIT TYPE	RATE (p	er visit)		
Initial Consultation	\$20 FRE	E		
Regular	\$16			
Extended	\$19			
Hourly	\$22 1st hour \$20 each addl ho in same day			
Overnight	\$60 (8 h	ours)		
Home Care	\$12			
Pet Taxi	\$25 up to 6 miles \$1 each addl mile			
Massage Canine Equine	\$35 45-60 minute \$50 60-90 minute			
ADDITIONAL FEES	RATE (p	er visit)		
Travel Charges Round-trip, we use Mapquest.com, to	Miles	Price		
look up the miles to your address from the nearest of our two locations in Overland Park, KS	0 - 12 Each mile over 12	+ \$0.50		
Holidays	\$3 extra	per visit		
Before 7 AM; After 10 PM	\$3 extra	per visit		
Bad Check	\$30 per 0	check		

#### \$10 Off Your First Service

New customers only, with 4 or more paid visits.

## Receive Credit for a Free Pet Sit or Dog Walk for Every Referral

Every referral that purchases service earns a free sit or walk credit.

Check our web site for Current Specials, links to join our Facebook & Twitter groups and to subscribe to our newsletter.

#### **Initial Booking Consultation** 30-60 minutes

At this visit we can meet your pets, answer questions, transfer keys, and tour your home while discussing detailed instructions on how to care for your pets and home. This meeting is required for new clients and will be scheduled at least 48 hours prior to service, if possible.

#### Regular Visit minimum 30 minutes

Good for many pet homes for feedings, short walks, and play. Most dogs will require 2-4 Regular visits per day. Cats may be okay with 1 visit per day.

#### **Extended Visit** minimum 45 minutes

Best for longer walks, multiple pet homes, and pets with special diets or special needs.

#### minimum 60 minutes **Hourly Care**

Choose 1 hour increments of care.

#### **Home Care** minimum 5 minutes

Quick drop in to transfer keys (pick up or drop off), check iron/stove, turn off sprinkler, close windows, lock-out service, etc. Home care only during this visit.

#### Massage Therapy Equine, Canine & Small Animal

All massage services consist of a full body massage performed at your location.

#### No extra charge for multiple pets.

## Payment is due before service starts.

Please schedule adequate time for us to provide the services you are requesting.

If your pet or home care needs more time then scheduled, it will be added as needed and billed to you.

Bringing in mail, yard pick-up, watering plants and other routine tasks are included in base price.

A separate signed & completed Service Request is due for each service period, before the service period starts.

**Important Terms** 

Established clients, with prior agreement, may leave payment in full and the completed Service Request to be picked up at the first visit. However, your pet sitter must leave your home without providing any service if you forget either item.

#### **Cancellation Policy:**

4+ Days	No charge (full refund or credit toward future service)
2 - 3 Days	40% of service total is charged (60% refund or credit)
0 - 48 Hrs	60% of service total is charged (40% refund or credit)
Holidays	100% of service total is charged (no refunds)

Holiday fee charged on - New Year's Eve, New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve, Christmas Day





## **Guardian Pet Care & Massage** Legal Considerations Agreement

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 Guardian Pet Care & Massage receives
  payment in full or both parties, in writing, agree on special arrangements. Reservations with not yet cleared PayPal
  payments will be honored.
- There will be a \$30 service charge for each returned check.
- Unpaid service may be cancelled without notice, including prior to or during the service period.
- Cancellation Policy effective 8/17/2010 (% applies to entire service period total charges):
  - 4 days or more prior to service start: No charge (100% refund or credit toward future service)
  - 2 3 days prior to service start: 40% of service total is charged (60% refund or credit toward future service)
  - 0 48 hours prior to service start: 60% of service total is charged (40% refund or credit toward future service)
  - Holidays: 100% of service total is charged (no refunds)

Holidays involved in this policy are New Year's Eve, New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve and Christmas Day.

- Reservations are made to plan sitter availability to you and other Clients. Therefore, Clients returning home early will be
  required to pay for the reserved amount of time scheduled excluding travel time. Clients will not have to pay for scheduled
  Special Services not performed.
- Guardian Pet Care & Massage is not responsible for wilted, dead or otherwise unhealthy plants. Guardian Pet Care &
  Massage 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.
- Guardian Pet Care & Massage 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 sitter's Special Service emergency service time and coordination fees) will be paid by the Client, or fully reimbursed to Guardian Pet Care & Massage within 14 days.
- Guardian Pet Care & Massage is not responsible for any damage to the property of the Client or others unless such
  damage is caused by the negligent act of the pet sitter. Guardian Pet Care & Massage agrees to remain fully insured
  through Pet Sitters Associates, LLC (PSA) or a comparable entity, including optional Special Property Endorsement
  (protects against theft, breakage, etc as caused by an employee) and bonding. Guardian Pet Care & Massage 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 by other persons.
- All other individuals that visit the home will leave a log of their visit.
- Guardian Pet Care & Massage is not liable for any loss or damages in the event a burglary or other crime should occur
  while under this contract. Pet Owner agrees to secure their home prior to leaving the premises. Guardian Pet Care &
  Massage 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 properly stored at a secure location. Guardian Pet Care &
  Massage subscribes to insurance coverage through PSA for lost key lock rekeying or 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).

Client/Owner	Initials:	
	militialo.	

- The terms of this document apply to all of 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 the house and yard, and the security of fences/gates/latches. Guardian Pet Care & Massage will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pets with unsupervised access to the outdoors.
- Guardian Pet Care & Massage is authorized to seek any emergency veterinarian assistance needed during visits, at the cost to the Client, from any veterinarian as chosen by the sitter. The company is not responsible for the health/well being of the animal(s) when in the care of any veterinarian or clinic.
- Pet Owner is responsible for supplying the necessary, safe equipment and supplies needed for the care of their pet(s), including but not limited to a sturdy, well-fit collar (halter, harness, etc.) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes and litter, cleaning supplies, medicines and pet food. 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 Guardian Pet Care & Massage 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(s). Customer agrees to indemnify, hold harmless, and defend Guardian Pet Care & Massage, in the event of a claim by any person injured by the pet(s).
- It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/emergency. Guardian Pet Care & Massage will definitely try to see to your pets safety and care should such events occur, but cannot guarantee it.
- Guardian Pet Care & Massage reserves the right to terminate this contract at any time if the pet sitter, in his/her sole
  discretion determines that an 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,
  assessing, and liability) to be the responsibility of the Owner.
- Guardian Pet Care & Massage 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 Guardian Pet Care & Massage, 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 property coverage and bonding through a reputable company.
- Client agrees to notify Guardian Pet Care & Massage of any concerns within 24 hours of their return.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations Agreements. Client agrees to any future Guardian Pet Care & Massage term changes relayed *verbally to the Client*, mailed or emailed in writing to the Client, or posted on our web site on the "Legal Terms" page.
- Future Services: I authorize this contract to be valid approval for services so as to permit Guardian Pet Care & Massage to accept all future telephone, online, mail or email reservations for service and to enter my home to provide those services without additional signed contracts or written authorizations.
- The Owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:	
Client/Owner Signature:	Date:



# **Guardian Pet Care & Massage Pet Information**

Please co	mplete one P	et Information form pe	er pe	et, litter or fish	tank.		
Owner:				Pet Na	ame:		
Lenath of T	ime Owned:			Pet Ty	/pe:	Dog / Cat / Fish /	
Breed:				Sex: I	-	_	Spayed/Neutered: Y/ N
	ecription (if cir	nilar to another):		Birth o			Age:
Filysical De	escription (ii sii	illiai to another).					Age.
				Weigh	it:	Or Size:	
Feeding In	structions:						
☐ Feed ap	art from other	pets/supervise 🗌 Disp	pose	of uneaten foo	d 🗌 R	emove food after _	minutes
☐ Dry	Brand:			Morning	Proce	dure:	
	Location:		_	Afternoon			
ı	Measure with:			Evening			
V	Amount: here to feed:		ш	Night			
□ Wet	Brand:		П	Morning	Proce	dure.	
	Location:			Afternoon	1 1000	duio.	
ı	Measure with:			Evening			
	Amount:			Night			
	/here to feed:						
☐ Medicate				Morning	Proce	dure:	
	Amount:		_	Afternoon			
	Location:			Evening			
	Hide In Treat:		Ш	Night			
	ion(s):			Morning	Proce	dure:	
	Amount:			Afternoon			
	Location:			Evening			
	Hide In Treat:		Ш	Night			
■ Water		Water will be		Тар	Dish L	ocation:	
		cleaned and filled		Bottled			
		frequently		Filtered	Water	Location:	
☐ Treats	Name:		No	tes:			
	Location:						
	Amount:						
Pet's Livin	α Area:						
	9						
	owed outdoors					e, counters, beds	
☐ ONLY a	llowed outdoor	s on leash				crate only when pe	t is alone
	ıt, secure fence	ad area:		☐ Restrict pe	t area / (	crate at all times	
	it, secure leffet			Restricted Are	ea / Crate	e Location:	
Allow ou	ıt, invisible fend	ed yard with collar		1.000.0007110	.a, oluk	2 2004110111	
		t doesn't leave yard					
		wed by our insurance carrier)		Other off-limit	areas:		
□ NOT alle	owed indoors						

Emergency Care: *Placing Credit Card on file at Vet's 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)	
Clinic Name:  Vaccinations up to date on (month/yr):  Heartworm test: Negative / Positive	
Phone: Heartworm test: Negative / Positive	
Pet Medical History: (ongoing or reoccurring known illnesses/injuries, treatments & medications)	
Temperament / Personality:	
Pet Doesn't Like:	
□ Baths       □ Hot Days       □ Sharing Food Dishes         □ Toenail Clip       □ Rain / Snow / Cold       □ Loud Noise / Vacuum / Garbage Disposal / The         □ Massage       □ New Animals       □ All Humans         □ Touch Ears       □ Other family pets       □ Strangers         □ Sprays       □ People near food dish       □	nunder
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?	
Commands: (Please circle commands and words pet knows, and <u>underline</u> commands pet is working on):	
Come Stop Back Off Bath Biscuit Leave It	
Heel Down Slow Easy Cookie No	
Allowed to go for rides in sitter vehicle? Y / N Favorite Games, Toys, and Activities:	
Description and Location of Collar / Harness / Lead:	
Client/Owner Name:	
Signature: Date:	



## **Guardian Pet Care & Massage** Veterinary Release Agreement

In the event that any of my pets or 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 Guardian Pet Care & Massage, I give permission to Guardian Pet Care & Massage to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information form. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable when my preferred veterinary services are not available.

I request Guardian Pet Care & Massage to inform the attending clinic or veterinarian of my requested total diagnosis and treatment financial limit of \$\_\_\_\_\_\_\_ per pet / all pets (common values are \$200, \$1000, or unlimited & circle "per pet" or "all pets"). 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 Guardian Pet Care & Massage 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 Guardian Pet Care & Massage care providers to use their best judgment in handling these situations. I understand that Guardian Pet Care & Massage and its staff assume no responsibility for the actions and decisions of the veterinary staff or the health, or death, of my pet(s) while in the veterinary staff care.

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 reimbursements will be made within 14 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by Guardian Pet Care & Massage for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Guardian Pet Care & Massage 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 veterinarian's 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 Guardian Pet Care & Massage of any signs of injury or possible illness before any visit as soon as the condition appears. Guardian Pet Care & Massage reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Guardian Pet Care & Massage strives to provide clean, safe service to each of our clients. In doing so, Guardian Pet Care & Massage 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 signed below and grants permission for future veterinary care without the need for additional authorization each time Guardian Pet Care & Massage cares for one or more of my pets. I understand that this agreement applies to all of my pets and animals within the care of Guardian Pet Care & Massage. 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:	
Signature:	_ Date:



# **Guardian Pet Care & Massage** Home Care Guide

Owner(s):	Alarm Compa	ny:	
Address:	Disarm:	Arm:	Password:
	Panel Locatio	n(s):	
Subdivision:	Snow & Ice Ca	are / Lawn Wa	atering Instructions:
Locations:			
Breaker Box			
Water Shut Off	Notes / Other	Information:	
Gas Shut Off			
Sprinkler S/O			
Thermostat / Settings			
Extra Food			
Extra Water	Key(s) - MUS1	TEST	
Litter Box	□ Pet Sitte	r Has	□ Ready Key Program
Litter	□ Pick Up		□ Unlocked
Poop Scoop	□ Will Drop	o Off	□ Use Code
Kitchen Waste	□ Garage	Opener	□ Other
Outside Waste			
Recycle Bin	Describe Key	(s):	
Garbage Out On			
Paw Towels	Backup Entry	1	
Paper Towels			
Broom / Vacuum	Usual Visitors	: Time	Who
Spot Cleaner	Morning		
Indoor Plants	Afternoon		
Outdoor Plants	Evening		
Birdfeeders	Night		
Put Mail / Newspapers	Usual Vehicle	s At Home:	



# **Guardian Pet Care & Massage Contact Information**

Owner 1:		Owner 2:	
Home Address:		Date:	1 1
Mail Address:		Home Phone:	
Work Address:		Cell Phone 1:	
		Cell Phone 2:	
		Work Phone:	
Destination:		Other Phone:	
		Email:	
Dest. Phone:			□ Home □ Cell 1 □ Cell 2 □ Work □ Other □ Email □ Destination
	Emergenc	y Contacts:	
Name:		Name:	
Address:		Address:	
		7.00.000	
Relationship:		Relationship:	
Home Phone:		Home Phone:	
Cell Phone:		Cell Phone:	
Work Phone:		Work Phone:	
Other Phone:		Other Phone:	
Has Key:	□ Yes □ No	Has Key:	□ Yes □ No
	Veteri	narian:	
Name:		Hospital:	
Phone:		Address:	



# **Guardian Pet Care & Massage** Service Request

				Best Way to	ent Name o Contact Contact At	::				
Service Begins:	/ /	Т	Γime:		□ Daily		Every Other Day	,	□ Mon	Cri
Service Ends:	/ /	Т	Гіте:	<del></del>	□ Other:				□ Sat -	
			ı	<u> </u>						
Details Visit	Time*	Visit Leng	jth**	Rate**	Travel Fe	e	Cost / Visit	# of \	/isits	Total
Morning				+			Х		=	
Afternoon				+			Х		=	
Evening				+			Х		=	
-	- 7 AM	8 hours		\$60.00 +			Х		=	
Massage	* 0 '	45-60 minu		+			Х		=	
** 5				umed if not listed	h. (60 min) (	taa.			Subtotal	
"" Reg	lular (30 mi	n) \$16; Exte	enaea (4	5 min) \$19; Hourl			DM 9 Halidaya ara	-	stments	
				VISITS Defore 7	Alvi or alte	101	PM & Holidays are	tal Depo		
Phone: Email:	u wniie you	u are away?			cription 7 b	esun	ation / Hotel:			
Phone: Email:		u are away?						Visitors	Fynected	/ Notes:
Phone: Email:	Notes:	u are away?					ss / Updated Info /	Visitors	Expected	/ Notes:
Phone: Email:		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks: Email/Web Posts		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks: Email/Web Posts Walk Dog		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks: Email/Web Posts Walk Dog Feed		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks: Email/Web Posts Walk Dog Feed Pills		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks: Email/Web Posts Walk Dog Feed Pills Injections		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks: Email/Web Posts Walk Dog Feed Pills Injections Clean Litter Box		u are away?						Visitors	Expected	/ Notes:
email:  asks: Email/Web Posts Walk Dog Feed Pills Injections Clean Litter Box Take Out Trash		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks: Email/Web Posts Walk Dog Feed Pills Injections Clean Litter Box Take Out Trash Bring In Mail/Paper		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks:  Email/Web Posts  Walk Dog  Feed  Pills  Injections  Clean Litter Box  Take Out Trash  Bring In Mail/Paper  Rotate Lights  Rotate Drapes  Rotate TV/Radio		u are away?						Visitors	Expected	/ Notes:
Phone: Email:  asks:  Email/Web Posts Walk Dog Feed Pills Injections Clean Litter Box Take Out Trash Bring In Mail/Paper Rotate Lights Rotate Drapes Rotate TV/Radio Water Plants		u are away?		Special Reque	sts / Other			Visitors	Expected	/ Notes:
Phone: Email:  asks:  Email/Web Posts  Walk Dog  Feed  Pills  Injections  Clean Litter Box  Take Out Trash  Bring In Mail/Paper  Rotate Lights  Rotate Drapes  Rotate TV/Radio		u are away?		Special Reque	sts / Other			Visitors	Expected	/ Notes:



# Guardian Pet Care & Massage Key Handling Agreement / Ready Key Program

I have provided Guardian Pet Care & Massage with the following key(s) on date:
Main and backup keys description (Please describe in detail, including the doors the keys will open):
I furthermore agree to and understand the following conditions and terms:
Guardian Pet Care & Massage has my permission to make a copy of my key(s) for emergency / backup purposes at their discretion. (A \$3.00 per key charge will be assessed if backup key(s) is not provided.)
Guardian Pet Care & Massage agrees to place only an identifying code on my keys. My keys will not be marked with my name, address, or my pet's names. When not in use or prepared for use, my keys will be stored in a secure safe by Guardian Pet Care & Massage.
Unless otherwise instructed, Guardian Pet Care & Massage will automatically retain my keys at the end of each service period. The keys will be available for future service requests or emergencies as needed by me. This key storage service will be referred to as the Ready Key Program and shall be <b>free</b> of charge.
Guardian Pet Care & Massage has permission to provide my keys to any of its employees or independent contractors that will be providing me with pet sitting services.
Key Returns
Due to concern by Guardian Pet Care & Massage for the ongoing health and safety of my pets and for security reasons, my keys will NEVER be left in my home after the last visit. This would preclude Guardian Pet Care & Massage from providing further care for my pets if I was unable to return home on time. Guardian Pet Care & Massage will only return keys via personal drop off or pick up. Keys will not be mailed. This is in order to provide the utmost protection for my keys.
I understand that if I would prefer to have my keys returned after the last visit of my service or at any other time, I will contact Guardian Pet Care & Massage to schedule the return of my keys. I understand that fees will be charged to have the keys personally returned and picked up again for future services.
Each personal key transfer, other than at the Initial Consultation, will be charged at the current rate of a Home Care visit plus any applicable travel fees.
Client/Owner Name:
Client Signature: Date:



# **Welcome Visitors & Emergency Personnel:**

Our pets are being cared for by a professional pet sitter who comes in at various times during the day. Please help us provide the best care for our pets by following these special pet care guidelines:

- If a pet escapes, is injured or ill, or is having any issues please call the pet sitter ASAP. The pet sitter has our
  emergency contact numbers. In the case of severe injury, please take our pet to the nearest emergency vet clinic.
- Please make it obvious that you are here: park in the front, tape a note to the door, and listen for visitors. The police
  may be called on unexpected visitors. Always carry ID with you.
- Please do not feed the pets or give them any treats, even nibbles, unless instructed to do so.
- Please return the radio, TV, lights, windows, doors, fans, and locks to their original settings.
- <u>Leave a note</u> before you leave at each and every visit. A sheet may be provided. Details can be very brief, but please
  do mark down if:
  - Pet was fed treats or food
  - Pet was given water
  - o Plants were watered
  - Pet received a hard workout
  - Pet went potty, and what time
  - o Any accidents were cleaned up

Also please write your name, arrival and departure times, and note any intended future visits.

• Locate each pet, and check to see that no pets have escaped <u>out the door</u> or <u>into a forbidden area</u> (such as a closet) each time before you leave.

Forbidden Areas & Closed Doors:



Areas that MUST remain accessible to pet:

Owner:		Emergency #:	
Pets:		Emergency Contact Info:	
Pet Sitter:	Guardian Pet Care & Massage 913-538-1548	Veterinarian:	



## Guardian Pet Care & Massage



#### **Suggested Leave-Out Checklist**



- Copy of Service Request, Completed and Signed
- Name & Amount Tags on Food Bins / Bags
- Can Opener & Spoon
- Medicines, Injection Materials
- Treats & Chewies
- Leads, Collars & Harnesses
- Favorite Toys, Kongs
- Brushes & Nail Clippers
- Muddy Paw Towels or Rags
- o Paper Towels 2 Rolls
- o Broom, Dustpan & Vacuum
- Carpet Spot Cleaner or Cleaning Machine
- o General Cleaner
- Watering Can for Plants (waterproof surface)
- o Remote Controls for TV / Stereo
- Garbage / Litter bags
- Extra Litter, Litter Scoop, Pooper Scooper
- o Pen or Pencil & Note Paper for Other Visitors
- Additional Contact #'s (Hotels, Destination)
- Reminders & Changes
- Any Special Last Minute Notes



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#### **Contact Us:**

Feel free to contact your pet sitter to check up on your pets at any time. We try to return all calls the same day. If you do not hear back from us within 24 hours, please try again – we may have been very busy. Emails are also welcome, and we check our email all day long as is possible.

Enjoy your time away! We will love your pets and care for them and your home while you are gone.

### **Guardian Pet Care & Massage**

913-538-1548 or Toll-Free: 1-888-404-GPET (4738)

#### info@Pet-Guardians.com

If you have Internet access while away, you can check our web site "Client Updates" page for updates on your pets. Visit updates are only posted if requested by you.

Go to: **Pet-Guardians.com** or **Pet-Posse.com**