

Scratch and Sniff, Inc. New Client Packet



Thank you for choosing Scratch and Sniff, Inc.!

Instructions:

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

The New Client Packet includes:

- 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)
Pets may be combined on one form if all information is similar.
- Service Request (Fill out and print one for each trip or service period, sign and return)
- Home Guide & Contact Information sheets for your Pet Sitter to complete

Have These Items Ready for the Initial Interview:

1. Your signed documents
2. A key. We will provide a keychain and a code (no name will be put on your key)
3. A 2nd key that we can code with permanent ink (we can make this complementary spare).
4. Emergency contact information for yourself, and 2 other contacts
5. Veterinary contact & medical information (allergies, conditions).
6. Trip information, including Hotel and if you plan to have visitors while away.



Scratch and Sniff, Inc.

Rates & Services, 2009

VISIT TYPE	RATE (PER VISIT)
Initial Consultation	FREE
Extended Visit	\$20
Regular Visit	\$14
Value Visit	\$10
Drop-In Visit	\$8
ADDITIONAL SERVICES	RATE (PER VISIT)
Dog Walking	\$15 for 20-30 min.
Waste Removal	\$10 with visit \$30 for 30 min. w/o \$45 for 60 min. w/o
Pet Taxi	\$20
Holidays	No additional charge

Current Specials

Vacation Package Available

3 visits per day (2-20 min, 1-10 min) for \$35, 2 day minimum

Collect a \$5 Credit for Every Referral

Every referral that books service with us earns \$5 to your account.

Initial Booking Consultation 30-60 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 **24 hours** prior to service.

Extended Visit Minimum 45 minutes (\$20)

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

Regular Visit Minimum 20 minutes (\$14)

Our most popular choice. Good for many multiple pet homes, supervised feedings, walks, and play. Most dogs will require 2-4 Regular Visits per day. Cats are best with 1 visit per day.

Value Visit Minimum 10 minutes (\$10)

Short visit can be used as a quick turnout or potty break, litter box cleaning, or even a 3rd feeding.

Drop-In 5 minutes or less (\$8)

Short drop-in to transfer keys (pick up or drop off), check iron/stove, turn off sprinkler system, close windows, etc.

Important Terms

Payment is due at time of service.

A separate **signed & completed Service Request** is also due for each service, at time each service starts.

If you are outside of our normal service area, there will be a \$2 trip charge added to each visit. Instead of the trip charge for bookings longer than 3 days, there will be a \$5/day charge added.

No extra charges for multiple pets on visits. Extra charge does apply for multiple dogs on walks.

Please schedule **adequate time to provide the services requested**. If your pet or home needs more time than scheduled, it will be added as needed and billed to you. All visits include feeding your pets and giving fresh water. Also included: potty break, playtime if time allows, waste pick-up or litter box scooping, bring in mail/newspaper, water plants, turn on/off lights. If yard is not picked up prior to visit, we will clean up entire yard for an additional \$10. We will do whatever it takes to make your home comfortable for both you and your pets. If you would like any additional services, just ask! We provide light house cleaning- sweeping, dusting, washing dishes- and yard services- mowing lawn, raking leaves and lawn watering.



Welcome Visitors & Emergency Personnel:

Our pets are being cared for by a professional 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 does have our emergency contact numbers. In the case of severe injury, please take our pet to the 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.
- **Leave a note before you leave 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
- Plants were watered
- Pet received a hard workout
- Pet went potty, and what time
- Any accidents were cleaned up



Also please mark down your name, arrival and departure times, and any future visits.

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

Forbidden Areas & Closed Doors:



Areas that **MUST** remain **accessible** to pet:

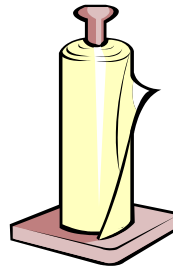
Owner:		Emergency #:	
Pets:		Emergency Contact Info:	
Pet Sitter:	<i>Scratch and Sniff, Inc.</i> 815-886-5560	Other Notes:	

Scratch and Sniff, Inc.

Suggested Leave-Out Checklist



- Copy of Service Request, Completed and *Signed*
- Reminders & Changes
- Leashes & Harnesses
- Muddy Paw Towels or Rags
- Paper Towels – 2 rolls
- Can Opener & Spoon
- Watering Can, Plants (waterproof surface)
- Medicines
- Name tags & Amount tags on feeding bins
- Broom, Dustpan & Vacuum
- Carpet Spot Cleaner or Cleaning Machine
- General Cleaner
- Favorite Toys, Kongs
- Brushes
- Treats & Chewies
- Garbage / Litter bags
- Extra Litter, Litter Scoop, Pooper Scooper
- Additional Contact #'s (Hotel)
- Any special last visit notes (leave key, etc).



Call Us:

Feel free to contact your pet sitter to check up on your pets at any time. We will return all calls the same day. If you do not hear back from us in 4 hours, please try again – voice mails do sometimes get lost. Emails are also welcome, and we check our email all day long as possible.

Keys:

If you would like the pet sitter to leave your key or remote on the last visit, please leave a note reading “**Leave Key**” with the date and time of the last visit as well as instructions on how to secure the house without the key.

Remember, if we return the key you will not be able to request additional visits if your return is delayed. Leaving the key or storing it in our safe is free to you. *Transferring the key again in the future does incur an additional fee.* This includes drop-off, pick-up, or mailing done by either the sitter or the client.

Enjoy your time away!

Scratch and Sniff, Inc.

www.ourpetsitters.com



Scratch and Sniff, Inc. – Legal Considerations

- CLIENT COPY -

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 service. There will be a **\$20 service charge** for each returned check.
- Cancellation Charge Schedule effective 1/19/2009:
 - Same day cancellation of any service, and/or Holidays: Payment in full is charged (no refunds)
- Scratch and Sniff, Inc. is not responsible for wilted, dead or otherwise unhealthy plants. Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. within 14 days.
- Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc., 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". Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc., 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 Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. 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.

Client/Owner Name:

Signature: _____ Date: _____



Scratch and Sniff, Inc. – Legal Considerations

- FILE COPY-

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 service. There will be a **\$20 service charge** for each returned check.
- Cancellation Charge Schedule effective 1/19/2009:
 - Same day cancellation of any service, and/or Holidays: Payment in full is charged (no refunds)
- Scratch and Sniff, Inc. is not responsible for wilted, dead or otherwise unhealthy plants. Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. within 14 days.
- Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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. Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc., 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". Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Scratch and Sniff, Inc. 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.
- Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc., 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 Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. 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.

Client/Owner Name:

Signature: _____ Date: _____



Scratch and Sniff, Inc. – Veterinary Release Agreement

In the event that any of my pets or large 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 Scratch and Sniff, Inc., I give permission to Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. care providers to use their best judgment in handling these situations, and I understand that Scratch and Sniff, Inc. 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 Scratch and Sniff, Inc. for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

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

Client/Owner Name: _____

Client Signature: _____ Date: _____



Scratch and Sniff, Inc. – Pet Information Disclosure

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

Owner: _____

Pet Name: _____

Length of Time Owned:

Pet Type: Dog / Cat / _____

Breed:

Sex: M/F Declawed: Y/N Neutered: Y/ N

License #:

Microchip/Tattoo/Dog Tag #:

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"/> Dry	Brand: Measure with: Amount: Where to feed:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> Wet	Brand: Measure with: Amount: Where to feed:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> Medication(s):	Amt: Location: Hide In Treat:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> Medication(s):	Amt: Location: Hide In Treat:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> Water	<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"/> Treats	Name: Amt: Location:	Notes:	

Pet's Living Area:

<input type="checkbox"/> NOT allowed outdoors at all <input type="checkbox"/> ONLY allowed outdoors <i>on leash</i> <input type="checkbox"/> Turn out, invisible fenced yard with collar <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:
--	--

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:

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Baths | <input type="checkbox"/> Hot Days | <input type="checkbox"/> Sharing Food Dishes |
| <input type="checkbox"/> Toenail Clip | <input type="checkbox"/> Rain / Snow / Cold | <input type="checkbox"/> Loud Noise / Vacuum / Garbage Disposal / Thunder |
| <input type="checkbox"/> Massage | <input type="checkbox"/> New Animals | <input type="checkbox"/> All Humans |
| <input type="checkbox"/> Touch Ears | <input type="checkbox"/> Other family pets | <input type="checkbox"/> Strangers |
| <input type="checkbox"/> Sprays | <input type="checkbox"/> People near food dish | <input type="checkbox"/> |

Pet reacts to the above by:

Has Pet Ever:

- Attacked someone/bit someone
- Attacked another animal
- Injured self /escaped out of fear
- Injured self out of boredom
- Escaped from home,

Describe (even if mild, or under extreme/unusual situations)

Where does he/she like to escape to?

How can he/she be retrieved?

Commands: (Please circle commands we know, and underline commands we are working on):

Sit	No	Outside	Go 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	_____
Heel	Out	Walk Nice	Cookie	Naughty	Leave it	Off	_____

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: _____



Scratch and Sniff, Inc. – Contact Information

Client Name:

Pet(s):

Address:

Home Phone:

Cell Phone:

Work Phone:

Email:

Preferred Contact Method:

Home Phone Cell Email

Service Type:

Vacation Periodic Daily

Frequency:

X per Day Week

Length:

_____ Minutes Per Visit

Notes & Misc.

Emergency Contact:	<i>(Alternate)</i>	
Name:		
Phone:		
Cell/Work:		
Relationship:		
Location:		



Scratch and Sniff, Inc. – Home Guide

Owner:

Pet(s):

Locations:

Crated Area	
Leash/Collar	
Grooming	
Food Dish	
Food	
Water	<input type="checkbox"/> Tap <input type="checkbox"/> Filtered <input type="checkbox"/> Bottled
Water Dishes	
Medications	
Treats	
Litter Box	
Poop Scoop	
Kitchen Waste	
Outside Waste	
Recycle Bin	
Paw Towels	
Paper Towel	
Spot Cleaner	
Broom/Vacuum	
Put Mail	
Indoor Plants	
Outdoor Plants	
Fenced Yard	

Special Alerts

- FLIGHT RISK, Describe

- OUT ON LEASH ONLY
- WATCH DURING FEEDINGS

- Separate Dishes
- NO TREATS
- Other:

NOTES:

Key - MUST TEST

- Pet Sitter Has Use Code _____
- Will Mail Unlocked
- Drop off Client Present
- Will Leave Other

Describe Key:

Backup Entry:

Usual Visits	Length	Time Slot
Morning		
Afternoon		
Dusk		
Night		



Scratch and Sniff, Inc. – Service Request

Pets		Client Full Name or ID	
		Best Way to Contact Today	
		Contact At	
Service Begins	/ /	Time	<input type="checkbox"/> Daily <input type="checkbox"/> Every Other Day <input type="checkbox"/> Weekdays
Service Ends	/ /	Time	<input type="checkbox"/> Other <input type="checkbox"/> Vacation

Details	Visit Time	Length	Rate	# of Visits	Total
Morning			x	=	
Afternoon			x	=	
Dusk			x	=	
Night			x	=	
Subtotal					
Additional Charges					
Discounts					
Grand Total Deposit Due					

How may we reach you while you are away?	Trip Description/Hotel/Notes & Visitors Expected
Phone: <input style="width:90%;" type="text"/>	<input style="width:100%; height: 100%;" type="text"/>
Email: <input style="width:90%;" type="text"/>	

Tasks	Special Notes & Other Tasks
<input type="checkbox"/> Email Daily Log	
<input type="checkbox"/> Walk Dog	
<input type="checkbox"/> Feed/Water	
<input type="checkbox"/> Medications	
<input type="checkbox"/> Clean Litter Box	
<input type="checkbox"/> Water Plants	
<input type="checkbox"/> Vacuum/Sweep	
<input type="checkbox"/> Mop Floor	Emergency Contact:
<input type="checkbox"/> Scoop Yard	Phone Number:
<input type="checkbox"/> Take Out Trash	Payment Method
<input type="checkbox"/> Bring in Mail	Pay Date

This request **must be confirmed** by my pet sitter, and **a Signed Copy must be left for the pet sitter.**

Signature: _____ Date: _____



PetPalPetSitters – Key Handling Agreement

I have provided Scratch and Sniff, Inc. with the following key(s) on date: _____
(Please describe in detail, including the doors the keys will open)

Main Keys:

Backup Entry:

I furthermore agree to and understand the following conditions and terms:

Scratch and Sniff, Inc. has my permission to make a copy of my key(s) for emergency / backup purposes at their discretion.

Scratch and Sniff, Inc. agrees to place an identifying code on my keys. My keys will not be marked with my name, address or telephone number. When not in use or prepared for use, my keys will be stored in a secure location by the pet sitter.

My keys will be automatically retained by my pet sitter at the end of each service period. The pet sitter will place the key in a secured location until future service is requested.

Scratch and Sniff, Inc. has permission to provide my keys to any of its employees that will be providing me with Pet Sitting Service.

Key Returns

I understand that if I decide that if at any time I'd prefer to have my key returned at the last visit of my service, I will leave a note on the first day of service. This note will include the message "Pet Sitter - Leave Key on", the date and time of the last scheduled visit, and instructions on how to secure my home while leaving the key. I understand that the pet sitter will not be able to access my house again after the pet sitter has left the key, including in the case of emergencies or delays in my return. Key return at the last visit of service is free.

Scratch and Sniff, Inc. is willing to exchange keys via mail. All mailed keys will be sent wrapped in cardboard and taped. The envelope will be padded and clearly marked with "Hand Sort Only – Do not machine process". Scratch and Sniff, Inc. is not responsible for keys that are sent and/or lost in the mail. Each mailed key transfer is charged to the client at a rate of \$ postage. That fee is assessed both when Scratch and Sniff, Inc. is asked to send or receive a key via mail.

Scratch and Sniff, Inc. is willing to exchange keys via drop off or pick up. Each personal key transfer is charged to the client at a rate of \$ 5.00.

This request **must be confirmed** by my pet sitter, and **a Signed Copy must be left for the pet sitter.**

Client/Owner Name:

Client Signature: _____ Date: _____