

Welcome to Whisker Watchers!

We are pleased that you have chosen us to provide in-home care for your pets. Our mission is to provide the best quality pet care by treating our clients' pets as if they were our own. We have designed our services to **enrich** your pet's life as well as your own. We want to make caring for a pet easier and less stressful with our variety of pet care services. We want to enrich your pet's life by giving them top quality care.

We know pets also want to have fun. **Play** is an important element in a pet's life, whether it is at our daycare or at your house during a dog walk or pet sit. We strive to ensure your pet is always playing in a safe environment. Ultimately, we hope we can partner with you to help your pet **thrive** and have a high quality of life.

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. At the initial consultation, your pet sitter or dog walker will review the materials with you and answer any questions you may have.

This Registration Packet contains:

- Services and Pricing Guide – please sign and date
- 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 sign and date
- Vet Authorization Form – please sign and date
- Service Contract – please sign and date
- Credit Card Authorization Form – this form is optional for credit card processing
- Dog Walking Membership Enrollment Form (either VIP or Premier) – this form is required if you are enrolling in either of our dog walking membership programs. Please read carefully for eligibility.
- Apartment Authorization Form – this form is required if you live in an apartment building
- Pet Sitting Overnight Form – this form is required if you are using our Overnight service.

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In addition, please have two copies of your house keys ready to provide to your sitter. One copy will remain with your sitter while the second copy is securely stored in our office for backup emergency purposes. If you live in an apartment complex, please also provide the sitter with a key pass to enter and exit your building.

We want to ensure your initial consultation goes smoothly and that your experience with Whisker Watchers is a positive one. On the day of your initial consultation, the sitter will provide you with a folder that contains other helpful tips as well as information on our other services.

Please feel free to contact us if you have feedback, questions or concerns. I can be reached by email at whiskerwatchers724@gmail.com or by calling 724-323-4116

Sincerely,

Jennifer Bertha & Katelynn Jones
General Managers

Initial Consultation (\$20) – Registration fee that covers initial meeting and interview with your sitter. This is a one-time charge unless you move, and then another meeting is required to obtain new keys and paperwork (see Update Fee).

Update Fee (\$10) – When an existing client moves to a new residence, gets new keys or does not provide the keys at the initial consultation, adds a new pet to the household, or requests an optional meeting with a new or substitute sitter.

Midday Dog Walks - The Labrador (\$20) – Standard 30 minute visit or **The Great Dane (\$30)** - 60 minute visit between 10am-4pm with a guaranteed two-hour window. An Extra Pet Fee (\$3) is applied for each additional dog. An Extra 10 Minute Fee (\$5) is applied to increase the length of the visit.

Pet Sitting - The Poodle (\$21) – Standard 30 minute or **The German Shepherd (\$29)** 60 minute visit before 10am and/or after 4pm. **The Tabby Cat (30 min- \$20). The Bengal (60 min- \$28) & Extra Pet Fee(\$3)** is applied for each additional pet. An Extra 10 Minute Fee is applied to increase the length of the visit.

Overnight Visits (\$75) – An employee will stay in your home overnight. Please indicate your preference when making the reservation. **Option A:** Sitter conducts a 30 minute PM pet sit between 5pm-7pm and returns to the house at 10pm to spend the night. **Option B:** Sitter arrives at 8pm to spend the night, walking and feeding upon arrival. Both options include another walk/potty break before bedtime and a walk and feed in the morning before the sitter leaves for the day.

Extra Pet Fee (\$3) – Applied per visit for each additional pet in the home in which we are providing care.

Extra 10 Minute Fee (\$5) – This option allows you to increase the length of the visit in 10-minute increments. **Holiday Surcharge (\$10 per visit)** – A non-refundable surcharge that is applied per visit to any midday walk or pet sitting service scheduled during holiday times.

Misc. Billing Fees: Late Payment Fee (\$20)

Cancellation Policy: Midday dog walking cancellations must be received by 5pm the business day prior to scheduled service, otherwise full fees apply. Pet Sitting cancellations require 24-hour notice to guarantee you are not charged for the visit.

NOTE ABOUT TIPPING: If you were provided with great service, it is appropriate to tip your dog walker or pet sitter 10% of the total bill. This is a suggested guide only and not required. You may include the additional amount in your check or credit card payment and we will pass the surplus along to your sitter with your compliments.

Client Signature _____ Printed Name _____
Date _____

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It is important that you provide all of the information below so that we have the correct contact information on file. Please note Whisker Watchers uses email to send invoices and confirmation of reservations or cancellations. Please be sure to provide a valid email address. If any of the information below changes please contact our office so we may update your records.

Primary Owner:

-
First Name: _____ Last Name: _____
Address: _____ City: _____ State: _____ Zip: _____
Home Phone: _____ Work Phone: _____ Cell Phone: _____
Email: _____

****WHICH NUMBER IS BEST TO CONTACT YOU AT DURING NORMAL BUSINESS HOURS?**

Secondary Owner***Authorized to schedule services & make decisions regarding to care of your pet***

First Name: _____ Last Name: _____
Address: _____ City: _____ State: _____ Zip: _____
Home Phone: _____ Work Phone: _____ Cell Phone: _____
Email: _____

EMERGENCY CONTACT***In the event that the primary & secondary contact are unreachable***

First Name: _____ Last Name: _____
Home/work/cell: _____

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****More than one pet? Please complete the next two pages for each pet in your household****

Name of Pet: _____ Type(eg: Dog, cat): _____

Breed/description: _____ Birthday/Age: _____

Sex: M / F

Spay/Neuter: Y / N

Estimated Weight: _____

FEEDING INSTRUCTIONS	MEDICATION INSTRUCTIONS
<u>Allergies?</u>	<u>Health Issues (Past or Current)?</u>
<u>Morning</u>	<u>Morning</u>
<u>Midday</u>	<u>Midday</u>
<u>Evening</u>	<u>Evening</u>
Notes:	Notes:

Name of Pet: _____ Type(eg: Dog, cat): _____

Breed/description: _____ Birthday/Age: _____

Sex: M / F

Spay/Neuter: Y / N

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<u>Allergies?</u>	<u>Health Issues (Past or Current)?</u>
<u>Morning</u>	<u>Morning</u>
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<u>Evening</u>	<u>Evening</u>
Notes:	Notes:

Behavior Information

1. Has your pet ever bitten a person or another animal? Y / N

If yes, please describe in detail.

2. Please describe your pet's behavior towards new people.

3. Does your pet know any cues you would like us to use while out on walks? Please describe:

4. Please describe your pet's behavior around water dishes, food, toys, bones/treats?

General Instructions:

1. Best places to park? Are parking passes or permits required?
2. Where will your pet be when the sitter arrives? (Crated? Location? free roam of the house?) Are there any places in your home your pet may hide?
3. Where should the sitter leave the pet at the end of their visit?
4. Location of leashes, litter boxes, carriers, etc?
5. Location of food and treats?

6. Location of cleaning supplies?

7. Location of trash for pet waste?

8. Do you have specific instructions for walking in extreme weather?(Heat, cold, rain, snow)Please describe

Additional Instructions for 'Midday Dog Walking Clients Only

1. In the event of a last minute emergency and your primary sitter cannot conduct the visit do you prefer we skip the visit but notify you or send a sub so there is no interruption in service?

Skip But Notify Me _____

Send sub and notify me _____

Other _____

2. Please select a 2 hour time preference. This is the time the dog walker will visit your home.

10-12

12-2

2-4

Anytime between 10-4

3. Please circle the days of the week you would like weekly service:

Monday Tuesday Wednesday Thursday Friday or Occasional services (I will make a reservation each week)

4. I would like midday service to begin on: _____

PLEASE PROVIDE ANY ADDITIONAL INSTRUCTIONS FOR YOUR PET SITTER:

At your initial consultation please provide your sitter with 2 sets of keys. One set will be for your sitter and one set will be kept securely in our office for emergency purposes. **The additional set of keys ensures your pet receives uninterrupted care in the event your primary sitter has an emergency or is locked out of your home.** If you live in an apartment complex please provide the sitter with a key pass to enter and exit your building.

I HAVE PROVIDED WHISKER WATCHERS WITH THE FOLLOWING:

- Number of keys and doors they open

- **HOME SECURITY INFORMATION**
 - Where is the security key pad located?

 - Alarm code & any additional keys to enter before or after the code

How long does sitter have until alarm is triggered?

- **Describe any special instructions that are helpful for someone who has never entered your home (such as door sticks, never lock deadbolt, hide-a-key location, or security card to enter your building)**

- **If apartment building and sitter will need concierge assistance for access, what are the concierge hours?**

I furthermore agree to and understand the following:

- Whisker Watchers do not make back up copies of client keys
- Whisker Watchers has my permission to provide my key to any employee that will be conducting services.
- If the client supplies only one key, Whisker Watchers cannot respond to emergency situations in a timely manner. Client understands their pet may not be cared for as scheduled
- Client further understands that if the services of a locksmith are required in order to access your home, client is responsible for all locksmith charges & any additional time the sitter is required to wait at the home until the locksmith arrives.
- Client keys will automatically be retained on file at the end of service. If a client requests keys to be returned, client may pick up keys from our office during normal business hours at no additional charge.
- If client wishes to provide Whisker Watchers with new keys, client may drop keys at our office at no charge. However, if client requests that a sitter come to their home to pick up new keys, client will incur a \$10 key handling fee.
- If a client has no service activity for a period of 12 consecutive months, the client file will become inactive & Whisker Watchers will dispose of client's key.

Client Signature _____ Printed Name _____
Date _____

Pet Sitting/Dog Walker Agreement

Client desires to engage Whisker Watchers Pet Sitting Services, its employees, members & representatives ("Whisker Watchers") to obtain the care & services that Whisker Watchers ("the services") for the client's pet(s) ("The Pets") and Whisker Watchers agrees to provide Services in accordance with the terms and conditions of the Service Agreement (the "Agreement").

In consideration of the following terms and conditions, and other goods and valuable consideration hereby acknowledged by the parties hereto, Client and Whisker Watchers agree as follows:

1. Client authorizes and engages Whisker Watchers to perform the Services as set forth herein and in the price sheet provided to Client (the "Price Sheet") for the time period(s) as requested by Client ("Scheduled Period"). During any Scheduled Period, fees for Services will be calculated pursuant to the Price Sheet, which may be modified from time-to-time by Whisker Watchers in its sole discretion. If Client determines that any Services scheduled during the Scheduled Period are no longer required, Client must notify Whisker Watchers promptly, and in no event less than the period of time specified in the Price Sheet to avoid being charged for any such Services.

2. In the event of an emergency (e.g., injured pets, severe weather, broken pipes, natural disaster, fire, etc.), Whisker Watchers is hereby authorized to take all measures deemed necessary or advisable by Whisker Watchers in its sole and absolute discretion in caring for Pets and Client's property (including without limitation emergency veterinary care for Pets and emergency repair services for Client's home) and Client agrees to defend, indemnify and hold harmless Whisker Watchers, its respective employees, members, agents and affiliates from all liabilities, claims and expenses, including reasonable attorneys fees, that arise from or relate to such decisions. In the event of such an emergency, Client shall immediately reimburse Whisker Watchers for expenses incurred, plus any additional fees or expenses for attending to such an emergency. Furthermore, Client is responsible for providing keys to access their home or building. Any locksmith fees incurred as a result of providing faulty keys is the financial responsibility of the Client.

3. Client shall promptly pay all invoices from Whisker Watchers and may be required to pay certain fees in advance as determined by Whisker Watchers. Late fees, handling fees for returned checks and other fees shall be payable as set forth in the Price Sheet. Client shall pay interest charges at the lesser rate of one and one-half percent (1.5%) per month or the maximum rate permitted by law on past due invoices. Client will be responsible for all costs and fees associated with collection proceedings, including attorneys' fees, for all amounts more than forty-five (45) days past due.

4. Client represents and warrants that Pets are currently vaccinated in accordance with all local and state laws and regulations. Client agrees to indemnify, defend and hold harmless Whisker Watchers, its respective employees, members, agents and affiliates from all liabilities, claims and expenses, including reasonable attorneys fees, that arise from or relate to Pets' behavior, including without limitation property damage, personal injury or death caused by Pets.

5. WHISKER WATCHERS PROVIDES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES AND DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN CONSIDERATION OF THE SERVICES AND AS AN EXPRESS CONDITION THEREOF, THE CLIENT EXPRESSLY WAIVES AND RELINQUISHES ANY AND ALL CLAIMS AND LIABILITIES OF ANY KIND AGAINST WHISKER WATCHERS ARISING FROM OR RELATING TO THE SERVICES OR THIS AGREEMENT, EXCEPT THOSE ARISING FROM THE

GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF WHISKER WATCHERS WITHOUT LIMITING THE FOREGOING, IN NO EVENT SHALL WHISKER WATCHERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THIS AGREEMENT, EVEN IF WHISKER WATCHERS HAS BEEN INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES; IN NO EVENT SHALL WHISKER WATCHERS TOTAL AND AGGREGATE LIABILITY HEREUNDER EXCEED THE AMOUNT PAID BY CLIENT TO WHISKER WATCHERS HEREUNDER.

6. Either party may terminate this Agreement at any time for any reason or no reason by providing the other party with notice of such termination. This Agreement constitutes the entire agreement between the parties in connection with the subject matter hereof and supersedes all prior and contemporaneous agreements, understandings, negotiations and discussions between the parties, whether oral or written. The validity, construction and performance of this Agreement shall be governed by and construed in accordance with the substantive law of the Commonwealth of Pennsylvania, without regard to conflicts of law provisions. If any provision of this Agreement or the application of any such provision shall be held to be contrary to law, the remaining provisions of this Agreement shall remain in full force and effect to the maximum extent permissible.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

Client Signature _____

Printed Name _____

Date _____