



Leader of the Pak Professional Pet Sitting

We can be there, when you can't!

New Client Packet *Thank you for choosing Leader of the Pak!*

This Packet Includes:

- ✦ Rates Summary
- ✦ Legal Considerations (Sign and return)
- ✦ Veterinary Instructions & Release (Fill in amounts sign and return)
- ✦ Pet Information Form (Print one copy for each pet each form is 2 pages, and return)
- ✦ Please complete one Pet Information Form for each pet, litter, or fish tank.
- ✦ Service Request (Fill out and print one for each trip or service period, sign and return)

Have These Items Ready for the Initial Interview:

- ✦ Your signed documents
- ✦ A key. (no name will be put on your key)
- ✦ Emergency contact information for yourself, and at least one other contact
- ✦ A list of items you plan to leave out during pet sitter visits (such as medicines, etc)
- ✦ Veterinary contact & medical information (allergies/conditions).
- ✦ Trip information, including Hotel and if you plan to have visitors while away.

Keys

- ✦ By default your keys will be kept by the pet sitter after service. If you would like your keys returned to you on the last visit, leave a note for the sitter that lists the date of the last visit, along with a message to return the key at that time. Then leave instructions on how to secure the home and where to place the key.
- ✦ Key return to your home after service will be charged at a rate of a drop in visit plus any travel fee
- ✦ Mailing your key is charged at a rate of \$3. We are not liable for the additional safety risk to your home if you ask for us to mail your key or leave it in an unsecured location.

Leader of the Pak 2011 Rates & Services

Initial Consultation FREE (30 minutes)

- ✦ **Initial Booking Consultation 30 minutes** At this visit we can complete the necessary paperwork, answer questions, transfer keys, and tour your home while discussing detailed instructions on how to care for your pets. This required meeting will be scheduled at least **48 hours** prior to service. (*Less than 48 hours notice, see Emergency Fees*)

Overnights in Your Home \$135.00 / Includes one mid-day visit

Gennifer Davis

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P. O. Box 233 ♦ Saint Leonard, MD 20685

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Dog Walk - per visit rate – In your home

Per Visit \$22 (approximately 20-30 minutes)

Why should you have your dog walked?

- 🐾 Dogs are social creatures that need contact with other dogs and humans.
- 🐾 Avoid destructive behaviors such as chewing, biting and digging by giving them an outlet and physical activity.
- 🐾 Exercise is healthy! A tired dog is a happy dog.

Sleep Over Rover / Cage Free Canine Camp

Overnight in Our Home

Once you try us you'll never go back to that kennel experience! Let your doggy stay overnight in a real home with a limited number of social dogs at a time. This will become their second home, as they have reign of a safe yard to play in and they can keep and relax indoors on doggy beds.

We don't charge extra for administering medication or for special needs dogs. We even offer complimentary pick ups and drop offs (within ten miles)!

- 🐾 \$45 * per night *one dog*
- 🐾 \$65 * per night *two dogs / one family*
- 🐾 \$85 * per night *three dogs / one family*

Emergency Fees

A fee of \$12.00, will be charged one time for last minute consultations, key exchanges, pick ups/drop offs, and bookings. *** Emergency Fee is waived for clients that already have keys on file.*

Specials

Collect a \$5 Credit for Every Referral

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

- 🐾 **Important Terms Payment** is due before service starts. A separate **signed & completed Service Request** is also due for each service, before each service start. With permission you may leave a check in full and the completed Service Request for the first visit. However, **your pet sitter must leave your home** without providing any service if you forget either item.

🐾 **Refunds & Cancellations**

Holiday Payment in full is charged (no refunds)	2-7 Days 20% of Service total is due (80% refund)
0-48 Hours Payment in full is charged (no refunds)	8+ Days No charge, refund in full

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Leader of the Pak – Veterinary Release Agreement

VR

In the event that any of my pets appears to be injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Leader of the Pak, I give permission to Leader of the Pak 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 Leader of the Pak to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet / all pets (most common values are \$500, \$000, 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 Leader of the Pak 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 Leader of the Pak care providers to use their best judgment in handling these situations, and I understand that Leader of the Pak 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 Social Service fees assessed by Leader of the Pak for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 4 days of each incident.

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

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Leader of the Pak – Legal Considerations

LC

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 payment in full is received by Leader of the Pak or special arrangements are agreed upon by both parties in writing. A \$2 per visit late charge will be assessed to service that is not paid in advance.
- There will be a **\$40 service charge** for each returned check.
- Unpaid service may be cancelled without notice, including prior to or during the service period.
- Cancellation Charge Schedule effective 1/1/2009 (%applies to entire service period total):
 - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
 - **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
 - **8 days** prior to service or more: No charge, refund in full
- Reservations are made to plan sitter availability for clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled including travel time. Clients will not have to pay for scheduled Special Services not performed.
- Leader of the Pak is not responsible for wilted, dead or otherwise unhealthy plants. Leader of the Pak 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.
- Leader of the Pak 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 Leader of the Pak within 14 days
- Leader of the Pak 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. Leader of the Pak 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.
- Leader of the Pak 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. Leader of the Pak 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 at an undisclosed location
- 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.

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- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Leader of the Pak 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.
- Leader of the Pak 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 Leader of the Pak 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 Leader of the Pak 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". Leader of the Pak 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 Leader of the Pak to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Leader of the Pak reserves the right to terminate his 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.
- Leader of the Pak 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.
- Client agrees to notify Leader of the Pak 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 Leader of the Pak 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 has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name: _____

Signature: _____ Date: _____

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Leader of the Pak – Pet Information Disclosure

PI

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

Owner:	Length of Time Owned:
Pet Name:	Breed:
Pet Type: Dog / Cat / Pocket Pet / Fish	Sex: Male / Female
Spayed / Neutered	Declawed Front / Back
County License #:	Microchip/Tattoo # :
Rabies 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 ____ Minutes

DRY / WET Brand:	
<input type="checkbox"/> Amount	<input type="checkbox"/> Morning
	<input type="checkbox"/> Afternoon
	<input type="checkbox"/> Evening
PROCEDURE:	

MEDICATION(s):	
<input type="checkbox"/> Amount	<input type="checkbox"/> Morning
<input type="checkbox"/> Hide in Treat	<input type="checkbox"/> Afternoon
	<input type="checkbox"/> Evening
PROCEDURE:	

MEDICATION(s):	
<input type="checkbox"/> Amount	<input type="checkbox"/> Morning
<input type="checkbox"/> Location	<input type="checkbox"/> Afternoon
<input type="checkbox"/> Hide in Treat	<input type="checkbox"/> Evening
PROCEDURE:	

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WATER: *Water will be cleaned and filled frequently*

<input type="checkbox"/> Tap	
<input type="checkbox"/> Bottled	
<input type="checkbox"/> Filtered	

TREATS: *(Name)*

<input type="checkbox"/> Amount	
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NOTES:

PET'S LIVING AREA(s):

<input type="checkbox"/> NOT allowed outdoors at all	<input type="checkbox"/> Allowed on furniture, counters, beds
<input type="checkbox"/> ONLY allowed outdoors on leash	<input type="checkbox"/> Restrict pet area/crate only when pet is alone
<input type="checkbox"/> Invisible fenced yard with collar	<input type="checkbox"/> Restrict pet area/crate at all times

<input type="checkbox"/> Restricted Area/Crate Location:
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Other off-limit areas:

EMERGENCY CARE:

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

<input type="checkbox"/> Vet Name:	<input type="checkbox"/> Pet Allergies
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<input type="checkbox"/> Clinic Name:	<input type="checkbox"/> Temperment/Personality
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<input type="checkbox"/> Phone:	<input type="checkbox"/> Heartworm Test: Negative / Positive
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<input type="checkbox"/> Vaccinations Up To Date due (month/year):	
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<input type="checkbox"/> Pet Medical History: (ongoing or reoccurring known illnesses/injuries, treatments & medications)

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TEMPERMENT /

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"/> People Near Food Dish
---------------------------------------	---	--

<input type="checkbox"/> Loud Noise / Thunder	<input type="checkbox"/> Vacuum	<input type="checkbox"/> Ears Touched
---	---------------------------------	---------------------------------------

<input type="checkbox"/> Other Family Pets	<input type="checkbox"/> OTHER:	
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Pet reacts to the above by:

Has Pet Ever: Describe (even if mild, or under extreme/unusual situation)

<input type="checkbox"/> Attacked or Bit Someone	<input type="checkbox"/> Attacked Another Animal
<input type="checkbox"/> Injured Self out of Boredom	<input type="checkbox"/> Injured self / Escaped out of Fear
<input type="checkbox"/> Escaped from Home	<input type="checkbox"/> Escapes To?
<input type="checkbox"/> How can he/she be retrieved?	

Commands:

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

Sit	No	Come	Kennel	Walk
Stay	Heel	Drop It	Empty	Cookie
Down	Leave It	Out	Potty	Treat
Off	Fetch			

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: _____

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Leader of the Pak – Service Request

SR

PETS				
CLIENT NAME				
SERVICE BEGINS	/	/	TIME	AM / PM
SERVICE ENDS	/	/	TIME	AM / PM

How may we reach you while you are away?

PHONE:	
EMAIL:	
TRIP DESTINATION:	
HOTEL:	
NOTES:	

Tasks
EMAIL LOG
PHOTOS
PILL / SHOTS
INJECTIONS
MAIL
PLANTS
TAKE OUT TRASH

Special Notes & Other Tasks

--

Payment Method	CASH	CHECK (# _____)
Payment Date		

This request **must be confirmed** by my pet sitter, and a **Signed Copy must be left for the pet sitter**. By submitting this request, I agree to all terms as stated above or on www.leaderofthepak.org's website.

Signature: _____ Date: _____

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