



Client Profile

Client Information

Client Name:

Street Address:

City:

State:

Zip Code:

Work Phone:

Home Phone:

Cell:

Email Address:

Would you like updates regarding your pet while you're away? Yes No

If yes, then how often? Daily Weekly Monthly Other _____ Via which medium? Email Text Phone

May we use photos of your pet on our social media accounts? Yes No

(We will never identify you.)

Property Information

Do you own or rent your home? Own Rent

If renting, please provide your landlord's name and phone number in case of an emergency:

Location of cleaning supplies and extra paper towels:

Location of the trash: Inside: _____ Outside: _____

Do you have a security system? Yes No

If yes, please complete the following:

Entry Code: _____ Exit Code: _____ Password: _____

Location of security panel:

Additional security system instruction:

Initial _____

Emergency Contacts

Name	Relationship	Phone Number	Key?
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

Home Services

Would you like Saint Louis Dog Walkers to provide any services in your home? (e.g. Picking up the mail, taking out the trash, watering plants, etc.)

If so, what would you like us to do?

Keys

Have you tested the key copies to be sure they work in the locks? Yes No

Please select an option below:

Saint Louis Dog Walkers will keep the keys for future visits.

Saint Louis Dog Walkers will return the keys to the client.

- Due to security concerns, Saint Louis Dog Walkers will not leave keys locked inside your home.
- Returned keys will result in a pick-up fee for future services.



Pet Profile

Client Name:

Pet Information

Pet Name: Cat Dog Bird Other:

Sex: Female Male

Color: Pet's Date of Birth: Pet's Weight:

Is your pet microchipped? Yes No

Microchip #: Company:

Personality:

How does your pet react to your absence from the home?

Has your pet ever snapped at or bitten anyone? Yes No

If yes, please describe the circumstances:

Is your pet good with children? Yes No N/A

Does your pet have a history of aggression with other animals? Yes No

If yes, please explain:

Are you aware of any reason we should approach your pet with caution? Yes No

If yes, please explain:

Feeding Instructions:

Where is the food stored?

May the pet sitter give treats to your pet? Yes No

Location of leash/harness:

Medical Information

Veterinary Clinic Name:

Address:

Phone Number:

Are Rabies and DHLPP shots up to date? Yes No

If no, please explain:

Does your pet have a handicap or history of illness? Yes No

If yes, please explain:

In the rare case of an emergency involving your pet, where you would prefer to have your pet treated?

Emergency Veterinary Clinic Name:

Address:

Phone Number:

I authorize Saint Louis Dog Walkers to follow the recommendations of this veterinary clinic and I agree to pay all costs, expenses, etc. as recommended by this veterinary clinic.

Initial:

Does your pet take medication? Yes No

If yes, where is the medication stored?

Please list your pet's medication and instructions to administer on the back of this form.



Emergency Veterinary Treatment Authorization

This form will be retained on file and will be used to authorize urgent/emergency veterinary treatment in the event that your pet(s) require such treatment during your absence and we are unable to contact you at the time. Should you change veterinarians please notify Saint Louis Dog Walkers before service dates.

Client Name:

To whom it may concern: I have contracted for services from Saint Louis Dog Walkers during my absence and I authorize Saint Louis Dog Walkers to act on my behalf to request veterinary treatment and services when they deem it necessary. Saint Louis Dog Walkers is authorized by the undersigned to seek veterinary advice or care, including emergency care, at my expense. If Saint Louis Dog Walkers believes that veterinary care is needed I accept full responsibility for charges incurred in the treatment of my pet(s). By signing this authorization,

I give Saint Louis Dog Walkers the authority to make care decisions regarding my pet and further agree to hold harmless and indemnify Saint Louis Dog Walkers for any decision regarding the care of my pet(s).

Special Instructions:

I authorize you to treat my animal(s) and I will be fully responsible for all fees and charges and will pay for all charges that are incurred on my behalf, immediately upon my return. I agree to indemnify and hold harmless Saint Louis Dog Walkers for any costs incurred pursuant to this authorization including attorney fees, litigation costs, and all expenses incurred by Saint Louis Dog Walkers. I further agree to indemnify and hold harmless Saint Louis Dog Walkers for any negligence of Saint Louis Dog Walkers, its employees, owners, agents or other persons for actions taken relating to Urgent/Emergency Veterinary Treatment. Should Saint Louis Dog

Walkers be required to enforce the provisions of this authorization, including but not limited to, collection of veterinary expenses and fees, I agree to pay Saint Louis Dog Walkers' costs, including attorney fees in such enforcement.

Client Signature

Date



Service Agreement

All phrases such as “us”, “our” or “we” shall refer to Saint Louis Dog Walkers. All phrases such as “their” and “client” shall refer to the pet owner.

1. **Scheduling & Visit Times:** Scheduling is on a first-come, first-serve basis and we will do our best to accommodate the client’s needs. Saint Louis Dog Walkers will visit the client’s home as closely to the requested time as possible. However, if an unforeseen situation arises, the time may be adjusted.
2. **Early Returns:** We understand that plans change and are flexible if notified. If the client returns home early, they are to notify us immediately. If, however, we are not notified of an early return and we make a trip and find the client home, the regular per visit charge applies.
3. **Cancellations:** We generally do not charge for cancellations with adequate notice. However, if the client cancels 24 hours or less prior to the date of the service there will be a cancellation fee.
4. **Holiday Cancellations:** The client is to understand that pet sitting services receive more requests for reservations than they can handle during holidays. Saint Louis Dog Walkers may have turned away other customers, because we have reserved time for the client during a busy season. If the client cancels three days or less before any holiday, the client will be charged for half of the visits.
5. **Holiday Surcharge:** Service requested on the following holidays will require a \$8 surcharge: New Year’s Day, Martin Luther King Jr. Day, President’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve, and Black Friday.
6. **The inclement weather plan is as follows:**
 - A. Every effort will be made to drive to the client’s home, however the service schedule may be changed, interrupted, or altered due to inclement weather.
 - B. The client will be notified that the above-mentioned contingency plan has been activated.
7. **Medications/Vaccinations:** We will attempt to administer medications as directed, however we cannot be held responsible for complications that arise as a result. Excessively shy cats with medical problems can be a serious risk. If the client has such a pet, this must be thoroughly discussed. Under no circumstances will we service any pet that has any form of contagious illness. This is for the safety of our other clients. We require that all pets have the necessary vaccinations and immunizations before service begins. If a Saint Louis Dog Walkers pet care provider is bitten or exposed to any disease or ailment received from the client’s pet(s) which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.
8. **Access to Your Home by Others:** If the client allows any other person access to their home during Saint Louis Dog Walkers’ servicing period, we cannot be held liable for any damages to property or pets as a result of the negligence of others, the client, family members or Saint Louis Dog Walkers staff. The client is to notify us if anyone else will be in their home at any time when a potential visit could occur. The client must also inform the individual(s) with access to the home of Saint Louis Dog Walkers’ servicing period.
9. **Fences:** Saint Louis Dog Walkers does not accept responsibility or liability for any client’s pets that escape, are injured, fatal or otherwise or become lost when pets are left out or given access to a fenced in area. This includes electronic, wood, metal or any other fence types. Note: Our pet care providers will never leave indoor pets unattended while they are outdoors (for potty breaks, exercise, etc.).
10. **Pet and House Clean-up:** Saint Louis Dog Walkers will properly dispose of pet waste and do our best to clean up any accidents the client’s pet may have. We are not responsible for carpet/flooring stains created by your pet(s). We request that the client provide plastic bags, towels, cleaning products, paper towels, trash bags and indicate where they would like the waste disposed of inside/outside the home.
11. **Leashes and Pet Identification Tags:** All dogs are required to be on leash and wear their identification and rabies vaccination tags on their collars during outdoor walks.

12. Unforeseen Purchases: Any additional necessary costs such as food, litter, cleaning supplies or other items that contribute to the health and well being of the client's pet will be purchased by Saint Louis Dog Walkers. We will retain a receipt and the client will be responsible for reimbursement of these items. A \$25.00 trip fee will be applied.

13. Animal Behavior: Animal behavior can be unpredictable. We will not permit the client's dog(s) to interact with strange dogs. If a dog that is off-leash approaches, we will do our best to keep interaction to a minimum and move away. Saint Louis Dog Walkers does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's dog(s). Further, if a Saint Louis Dog Walkers pet care provider is harmed or injured by the client's dog(s), the client accepts full responsibility for the cost of any medical attention necessary for either the Saint Louis Dog Walkers pet care provider and/or the dog(s) involved.

14. Personal Information and Contact Updates: The client is to provide us with any changes regarding their pet's care and other pertinent information (address, email, phone number changes, etc.). All changes can be submitted to Saint Louis Dog Walkers via phone or email.

- Return Check Charges: There is a \$35.00 fee for any returned checks.

17. Keys: The client has the option to allow Saint Louis Dog Walkers to retain their house key. This practice is beneficial in the event of an unexpected trip. If the client chooses not to have Saint Louis Dog Walkers retain a key, picking up and returning keys requires two extra trips and there will be a \$12.00 charge per trip for time and mileage. A second option for key return is via U.S. mail. To cover costs, the charge for this option is \$5.00. The client is to verify that all keys provided to Saint Louis Dog Walkers are functional.

18. Incorporation: Saint Louis Dog Walkers and the client hereby incorporate all forms and documents executed at the time of entering this Agreement or after the execution of this Agreement, including but not limited to:

A. Client Profile

B. Pet Profile

C. Emergency Veterinary Treatment Authorization

I, _____, have read, understand and agree to the pet care service agreement of Saint Louis Dog Walkers. All policies and guidelines are subject to change at Saint Louis Dog Walkers' discretion.

Client Signature

Date

Saint Louis Dog Walkers Representative

Date