

**Furry, Feathered, & Friends  
Pet Care LLC**

*"We treat your pets like family"*

**Introductory Letter**

Welcome to Furry, Feathered, & Friends Pet Care LLC (FF&F for short)! We're excited that you've decided to let us be part of your family. These next few pages are simply some things we need to know about you and your animal to get started. If you have any questions, don't hesitate to ask. The forms can be filled out digitally and e-mailed back or printed out and turned into us before your first service. We will utilize this information to get your account set up in our scheduling system and to send you a temporary password so you can log in to the system.

# Client Information

Client Name(s): \_\_\_\_\_

E-mail: \_\_\_\_\_

Preferred Username for Scheduling System: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

Preferred Contact Type(s): Text  E-Mail  Phone Call

Address: \_\_\_\_\_

Animal Name(s) and Type(s):  
\_\_\_\_\_

Special Care Instructions & Medical Conditions (if any):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Alarm Info (if applicable):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Parking Instructions (if applicable):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Alarm Info (if applicable):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What information would you like to be covered in your walk reports?  
\_\_\_\_\_  
\_\_\_\_\_

# Emergency Contact & Veterinarian Information Sheet

In the event of an emergency with your animal we will attempt to contact you or a designated emergency person to discuss the issue with you before taking any action. In the event we are unable to reach you, the below form allows us to take your animal to a veterinary clinic for treatment at *your expense*.

## Emergency Contact Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Have Keys to House?  Yes  No

Relationship to Client (i.e family member, trusted neighbor, etc.):

\_\_\_\_\_

## Veterinarian Information

Clinic Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Primary Vet Name: \_\_\_\_\_

## Preferred 24-Hour Emergency Clinic

Clinic Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

In the event that I, or my specified emergency contact, cannot be reached in an emergency situation, I authorize a representative of Furry, Feathered, & Friends Pet Care LLC to take my animal to a veterinary clinic. I authorize any amount up to \$\_\_\_\_\_ be spent during a visit and agree that I will be liable to reimburse FF&F Pet Care for all costs incurred.

# Rates & Services

## Dog Walks

	Daily Rate	Monthly Rate <sup>1</sup>
20 Minutes	\$15.50	\$280
30 Minutes	\$20.50	\$370
45 Minutes	\$30.50	\$550
Extra Dogs <sup>2</sup>	\$3 per walk	\$30 per month

1) This rate is for 1 walk a day. Additional daily walks will be billed at the daily rate.

2) Rates are on a per-dog basis. (e.g. 2 extra dogs would be \$6 per walk for daily clients)

## Available Time Frames <sup>3</sup>

Wake Up <sup>4</sup>	8am – 10am
Morning	10am – 12pm
Mid-Day	12pm – 3pm
Afternoon	3pm – 5pm
Dinner <sup>4</sup>	After 5pm

3) Time frames are not guaranteed. We will do everything within our power to walk your dog during these times but outside factors may delay our walkers.

4) These walks are considered outside of business hours. Please see the *Fees & Holidays* section for more information.

## Overnights

	Monthly Clients	All Other Clients
Overnight Stays	\$60	\$75

Overnight hours are from 8pm until 7am. Consecutive overnight stays come with one (1) free walk <sup>\*</sup>. Free walk will occur at a time of our discretion. However, we will do our best to accommodate you requested time.

\*Free Walk Example: If you are scheduled for overnights from Friday night until Monday morning. Your free walk will occur on Saturday and Sunday during the day.

## Cat & Small Animal Care


Service	Price
20-Minute Cat Care	\$15
30-Minute Cat Care	\$20
Small Animal Care	Rate Varies <sup>5</sup>

5) Small animal care rates are handled on a case-by-case basis based on what needs to be done with your little one. Please contact us for exact pricing.

**Please Note:** All services need to be requested prior to 6pm the day before or we cannot guarantee the service will occur.

## Cancellation Policy

The client may cancel their scheduled services at any time, though late cancellation fees will occur in the following cases. Please see *Fees & Holidays* for applicable rates.

 **Standard Visits:** Canceling after 8am on the day the walk will occur <sup>6</sup>

6) Does not apply to monthly clients

 **Overnights:** Canceling with less than 24 hour notice

## **Fees & Holidays**

✚ After Hours: \$5 extra per walk

✚ Weekends: \$10 extra per day

✚ Holidays: \$15 extra per day<sup>7</sup>

7) Holidays that occur on weekends will only be assessed the holiday fee. The weekend fee will not apply.

✚ Late Cancellation: 50% of amount due for that day

We designate the following days as holidays:

- New Year's Day
- Easter
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving
- Christmas Eve (after 5pm)
- Christmas Day
- New Year's Eve (after 5pm)

## **Inclement Weather Policy**

While we will do everything within our power to take care of your pets, we will not do so at our own peril. Therefore, if the Federal Government closes due to inclement weather, we will not perform any services. Overnights and cases where the client is unavailable will be handled on an individual basis. In these select cases, every attempt will be made to take care of your animals while keeping our walkers safe. Late cancellation fees will not apply on days when there is measurable snowfall.

During times of heavy rain or severe storms, our walkers are instructed to be safe and not expose animals to these dangerous situations. As a result, time frames on days with inclement weather, whether due to snow or storms, may be drastically affected. On days of extreme heat we will only walk your dogs as long as they choose. If the dog pulls us back towards your home, we will not force them to stay out. In all of these cases we will, however, stay with your animals indoors for the allotted walk length.

## **Information Privacy**

All information obtained is strictly for use within Furry, Feathered, & Friends Pet Care. We will never sell or give away your information.

## **Payments & Refunds/Credits**

Payment for all services is due on, or before, the date of the first service. Failure to pay on time may result in services not being rendered and/or submission of the outstanding balance to a collection agency. We only accept payments via check or PayPal. PayPal payments will be assessed a 2.9% surcharge to cover the electronic payment fees. Checks can be written out to the shorthand of our company name: FF&F Pet Care. Late fees will be assessed seven (7) calendar days after the due date of payment and when full payment has not been received.

Receipts can be accessed through your Leash Time account. Credits and refunds, while generally not offered, will be addressed on a case-by-case basis.

## **Substitution of Services**

Monthly clients who are out of town may substitute their daily walks for other services. This includes a safety check of your house, mail collection, plant watering, cat care, etc. and is at management's discretion.

## **Contact**

Completion of walks and visit notes will be automatically generated by our scheduling system, Leash Time. Outside of these automatic updates, we will keep the contact to a minimum and will generally only contact you about important company news or questions specific to you.

## **Keys**

Every client must provide at least one (1) key or means of access to their house. A second key to be used as an emergency back-up is *preferred*, but not *required*. We will not attach any personal information to these keys. Upon termination of services, all attempts will be made to return your key(s) to you. If a key is unable to be returned for any reason, it will remain in a locked area for up to one (1) month while further attempts are made to return the item(s). If the key(s) cannot be returned after one (1) month it/they will be melted down and disposed of.

## **Limited Access Housing Areas/Assigned Parking**

In housing situations where there is limited access, such as a gate requiring a code, we will need to have some form of access to open these gates and enter the housing area. We will not "tail" someone into your complex nor will we access the area in a way that could be viewed as an illegal entry.

In cases where there are assigned parking spots it is up to the client to ensure we have an available parking spot. It is up to the client to procure a parking pass, if available, and time spent by the walker obtaining this pass will be counting in the service time. If the client cannot guarantee us a spot, such as reliance on public parking spaces, then we cannot guarantee the service will occur on time in the events the lots are full and the walker cannot park. They will wait a minimal time for parking to open before resuming their other walks so as to not delay remaining client's schedules. *Please be aware: If a client fails to provide a parking pass and/or notify us of towing zones & times near their house they will be liable for all fees incurred should a walker's vehicle be towed/impounded.*

# Acknowledgement Sheet

Please read the forms attached as they cover your information, our policies, your anticipated rates, and veterinary information. Once you have read the forms and filled out all applicable lines, check them off below and sign at the bottom of this page. If you plan on filling out the forms digitally and e-mailing them back simply type your name on the signature line.

Client Name(s): \_\_\_\_\_

- Welcome Letter
- Client Information Sheet
- Rates & Policies
- Veterinary Information

*Client Signature:* \_\_\_\_\_

Date: \_\_\_\_\_

By signing above, client agrees to all terms outline in the above forms.