



New Client Packet

Howdy and thank you for choosing Reveille Run Pet Services!

Instructions:

Please print one copy of this packet, and complete using a pen. During the initial interview, we will collect the signed documents and can return a copy to you per your request via mail or email.

This Packet Includes:

- Rates Summary
- Legal Considerations (Sign and Return)
- Veterinary Instructions & Release (Sign and Return)
- Key Handling Agreement (Sign and Return)
- Client Information Form (Sign and Return)
- Pet Information Form (Sign and Return)
 - Complete one Pet Information Form for each pet, litter, or fish tank.
- Suggested Checklist for Pet Sitters
- Service Request
 - Complete one Service Request for each trip or service period and leave for pet sitter.

Have These Items Ready for the Initial Consultation:

1. Your signed documents.
2. A key. We will provide a keychain and a code (no name will be put on your key).

We appreciate your business and look forward to serving you and your pets for a very long time!

Sincerely,

Reveille Run Pet Services
(979) 703-4818
info@reveillerunpets.com
www.reveillerunpets.com



Rates & Services, 2009/10

VISIT TYPE	RATE
Initial Consultation	FREE
Drop-in Visit	\$12 up to 2 pets, \$5 each add'l pet
Standard Visit	\$20 up to 2 pets, \$5 each add'l pet
Pet Sitting (Your House)	\$35 first pet, \$15 each add'l pet, no limit
Sleepover (Our House)	\$30 first pet, \$10 each add'l pet, limit 3 pets
Pet Taxi	\$15 one way, \$25 round trip
ADDITIONAL FEES	RATE
Travel Charges	
Outside BCS city limits	\$0.50/mile
Waiting charge (appts at vets, groomers, etc.)	\$0.50/min
Holiday Surcharge	Add 10% per day for dates listed below.

Specials

**Earn a \$5 Credit For Every Referral That Books a Service with Us!*

Initial 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 must be scheduled at least **48 hours** prior to service.

Drop-in Visit

10-15 minutes

Our shortest visits during which we can check on your pet, feed, water, and/or take them outside. Best for pets that need multiple visits per day for food or medical reasons or are just in need of a mid-day potty break.

Standard Visit

30 minutes

Our most flexible service. We'll come to your house and take care of as much as we can within a 30 minute time-frame. This can include feeding and watering your pets, administering medication, cleaning out litter boxes, taking your dog(s) on a short walk, playing Frisbee or catch with your pets, etc. These visits can be scheduled for early morning (6-9 am), mid-day (11-2 pm), or evening (5-8 pm).

Pet Sitting

Average 12 Hours

Designed for those who want their entire house looked after and their pets to be comfortable in their own home. Our pet associate will arrive at a time specified by you and stay roughly 12 hours (e.g. 7 pm to 7 am). During that time, all your pets' needs will be taken care of (food, water, meds, attention, evening/late night/morning potty breaks, etc.). In addition, we can water indoor and outdoor plants, bring in mail, take out trash, perform security checks, etc.

Sleepover (Our House)*

24 Hour Period

We do occasionally keep well mannered, well behaved, completely housebroken, non-barking, non-digging, non-chewing, non-aggressive DOGS at our house. We do not offer this service for cats. We are happy to pick up and drop off your pet for an additional fee (see pet taxi rates below). **Note that there is a 2 day/night minimum for our Sleepover Service and this service must be booked at least 1 WEEK IN ADVANCE!**

Pet Taxi

Ever ended up paying for an entire extra night of boarding because the kennel's drop-off and pickup hours didn't correspond with travel schedule? Most vets and kennel facilities have set hours, somewhere between 7am and 5:30 pm. Many times they have limited weekend hours and some aren't even open on Sundays! If you are planning to attend our sleepover but have an early morning or late night flight, we'll pick up and drop off your pet(s) at your convenience. We also offer Pet Taxi if you need us to take your pet to the vet or groomer while we are pet sitting and you are away, or even if you are here in town, but just find yourself too busy to make it to an appointment and need a little help!

**For Sleepover guests, in addition to the standard Rabies and Distemper vaccination requirement, we require an intranasal Bordetella vaccine for our canine guests, given within the last six months for protection against kennel cough. We do not accept injectable Bordetella vaccines. All required vaccines must be administered by a licensed veterinarian.*

2008 Holidays: November 26-30;
December 24-Jan 2

2009 Holidays: April 11-12;
November 25-29; December 24-Jan 2

Payment is due at the time services are rendered. Cash or check only. Make checks payable to Reveille Run Pet Services.

Refunds & Cancellations

Out of respect to our associates, please notify us of all cancellations at your earliest convenience. All holiday bookings will require a \$50 deposit, which is not refundable for cancellations made inside of two weeks.



Legal Considerations

For 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.

This agreement is valid from the date signed. Client authorizes this contract to be valid approval for services so as to permit Reveille Run Pet Services to accept all future telephone, online, mail or email reservations and enter Client's home without additional signed contracts or written authorizations.

Client agrees to any future Reveille Run Pet Services' 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 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 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).

A **signed Service Request** must be provided to your sitter before service is provided for any period.

Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Reveille Run Pet Services will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

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 collar 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, and will reimburse Reveille Run Pet Services 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 Reveille Run Pet Services, 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". Reveille Run Pet Services will do everything within its power to see to your pets' safety/care should such events occur, but cannot guarantee it.

Reveille Run Pet Services 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.

Reveille Run Pet Services reserves the right to terminate this contract at any time 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. Reveille Run Pet Services is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, as outlined in the Veterinary Release Form.

Reveille Run Pet Services 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 Reveille Run Pet Services within 14 days. Reveille Run Pet Services 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. Reveille Run Pet Services agrees to remain fully insured through Mourer Foster, Inc., including a dishonesty bond covering fraudulent or dishonest acts committed by any employee. Reveille Run Pet Services 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. Reveille Run Pet Services 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. Reveille Run Pet Services 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. Reveille Run Pet Services subscribes to property damage insurance through Mourer Foster, Inc. which covers the cost of lost keys and key lock replacements. Reveille Run Pet Services is not responsible for wilted, dead or otherwise unhealthy plants. We 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.*** Client agrees to notify Reveille Run Pet Services of any concerns within 24 hours of return. There will be a **\$25 service charge** for each returned check. 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: _____



Veterinary Release Agreement

In the event that any of my pets 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 Reveille Run Pet Services, I give permission to Reveille Run Pet Services to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on the Pet Information Disclosure form. If my preferred veterinarian is not available or the pet needs emergency medical services, I authorize Reveille Run Pet Services to seek veterinary service from Texas A&M's Small Animal Hospital.

I ask Reveille Run Pet Services to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet (most common values are \$200, \$1,000, 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 Reveille Run Pet Services 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 Reveille Run Pet Services' care providers to use their best judgment in handling these situations, and I understand that Reveille Run Pet Services 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 of 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 additional necessary fees assessed by Reveille Run Pet Services for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Reveille Run Pet Services 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. In addition, if I choose to allow my pet(s) to stay at the home of any of Reveille Run Pet Services' care givers, I understand that I must also provide proof of current Bordetella (kennel cough) vaccine.

I agree to notify Reveille Run Pet Services of any signs of injury or possible illness before any visit as soon as the condition appears. Reveille Run Pet Services reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Reveille Run Pet Services strives to provide clean, safe service to each of its clients. In doing so, Reveille Run Pet Services strongly recommends that each pet 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 Reveille Run Pet Services cares for one or more of my pets. I understand that this agreement applies to all of the pets within Reveille Run Pet Services' 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: _____



Key Handling Agreement

I have provided Reveille Run Pet Services with the following key(s) on date: _____
(Please describe in detail, including the doors the keys will open).

Main Keys:

Backup Keys:

Do you have a house alarm? Yes No If yes, please provide the following:

Name of Alarm Company: _____ Phone: _____

Alarm Deactivation Code: _____

Alarm Re-activation Code: _____

Location of Alarm Panel: _____

If applicable, what is your gate code? _____

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

Reveille Run Pet Services does / does not have my permission to make a copy of my key(s) for emergency / backup purposes at their discretion.

I understand that Reveille Run Pet Services agrees to place an identifying code on my keys. My keys will not be marked with my name, address, or pet's names. When not in use or prepared for use, my keys will be stored in a secure location by the pet sitter.

Unless required service is a one-time or very infrequent request, my keys will be automatically retained by Reveille Run Pet Services at the end of each service period and stored in a secure location until the subsequent service request.

Reveille Run Pet Services 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 I would prefer to have my key returned during 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 without 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.

Reveille Run Pet Services is also willing to exchange keys via drop off or pick up at the fee of \$7.50 per visit. In order to avoid key charges, Reveille Run Pet Services recommends that the client provide keys during the initial consultation and allow us to retain the keys as long as services continue.

Client/Owner Name: _____

Client Signature: _____ Date: _____



Pet Information Disclosure

Please complete one Pet Information Disclosure form per pet.

Owner:

Length of Time Owned:

Breed:

Physical Description (if similar to another):

Pet Name:

Pet Type: Dog / Cat / Other (Specify)

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

Birth date: Or Age:

Weight: Or Size:

Is pet housebroken/potty trained? Completely Working on it Not Yet

Feed/Water/Med Instructions:

Feed apart from other pets/supervise Dispose of uneaten food Remove food after ____ Min

<input type="checkbox"/> Dry	Brand: Location: 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: Location: 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 on leash <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 overnight <input type="checkbox"/> Restrict pet area/crate at all times Restricted Area/Crate Location: Other off-limit areas:
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Owner:

Pet:

Emergency Care:

**Placing Credit Card on file at vet's office is recommended*

Vet Name:

Pet Allergies:

Clinic Name:

Micro chipped? Yes No

Vaccinations (last updated):

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"/> Other (specify) |

Pet reacts to the above by:

Has Pet Ever:

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

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

Where does he/she like to escape to?

How can he/she be retrieved?

Commands: (Please circle commands pet knows and underline commands you are still working on):

Sit	No	Outside	Water	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	
Heal	Out	Walk Nice	Cookie	Naughty	Don't Touch	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: _____



Service Request

Client Name: _____

Pets: _____

Date(s) of Service: from _____ to _____

Service Type Required: (Circle) Date Preferred Time

Drop in Visit _____ _____

Standard Visit _____ _____

Overnight Pet Sitting _____ _____

Sleepover _____ _____

Pet Taxi: Date(s) _____ and _____ To _____ From _____ One Way Round Trip

Specific Trip and Contact Information:

Trip Information:

Best way to reach you?

Hotel Phone #s:

Tasks

Details

Special Notes & Other Tasks

<input type="checkbox"/>	Email Log	
<input type="checkbox"/>	Walk Dog	
<input type="checkbox"/>	Meds	
<input type="checkbox"/>	Injections	
<input type="checkbox"/>	Plants (Days?)	
<input type="checkbox"/>	Clean Litter Box	
<input type="checkbox"/>	Take Out Trash	
<input type="checkbox"/>	Retrieve Mail	
<input type="checkbox"/>	Security Measures	
<input type="checkbox"/>	Other (Specify)	

Payment Method

Date of Payment

A signed copy of this Service Request must be submitted to Reveille Run Pet Services prior to the first day of sitting. By submitting this request, I agree to all terms previously outlined and agreed to.

Client Signature: _____ Date: _____