All Cats PDX
Total Cat Care In Your Home
(971) 317-8860
info@allcatspdx.com
http://allcatspdx.com

New Client Packet

Thank you for choosing All Cats PDX!

Instructions:

Please print one copy of the New Client Packet, and complete using a pen. This packet can be printed one-sided or two, in black & white or color.

The New Client Packet includes:

- Standard Rate info (Final Rates to be agreed upon with signing of Service Request)
- Legal Considerations (Sign and return)
- Legal Considerations Client Copy for your records
- Notification for visitors
- Veterinary Instructions & Release (Fill in amount, sign and return)
- Checklist of suggested items to leave out for the sitter

Have These Items Ready for the Initial Consultation:

1. Your signed documents
2. A key, to be retained by All Cats PDX. We will provide a keychain and a code (no name will be put on your key)
   (if you prefer, we can make a copy of this spare key, as a complimentary service).
3. Emergency contact information for yourself, and (ideally) 2 other contacts, one of whom is ideally a local contact, who can assist if needed with issues relating to your home.
4. A list of items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc.) – you can use the included Checklist for this
5. Veterinary contact & medical information (allergies, conditions).
6. Trip information, including Hotel, and if you plan to have visitors to your house (cleaners, maintenance, other) while you're away.

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All Cats PDX

Rates & Services

VISIT TYPE	RATE (PER VISIT)
Initial Consultation	FREE
Extended	$35
Regular	$27
Nail Clipping	$15
Drop In	$10
Overnight	$99 (8 hours)
Key Transfer	$10 per transfer (FREE for initial service)

ADDITIONAL FEES	RATE (PER VISIT)
Travel Charges We use **Google Maps** to look up the distance from your home to our main office.	**Mins** / **Price** 0-15 / Free 16-20 / $5 More / To be agreed
Late Payment	$5 per visit
Holiday surcharge • Memorial Day; • Labor Day; • Day after Thanksgiving; • Christmas Eve; • Day after Christmas; • New Year's Eve • New Year's Day;	**$5**
• 4th of July; • Thanksgiving Day; • Christmas Day	**$10**

Extra charge per visit for each additional cat over three (3): $3.

Please schedule **adequate time to provide the services requested**.
If your pet or home needs more time than scheduled, it will be added as needed and billed to you.

Mail pickup, plant watering, rotating lights and other average tasks are included in base price.
More difficult tasks can be quoted upon request.

Specials

Collect $10 Credit For Every Referral
Every referral that books service with us earns $10 to your account.

Initial Booking Consultation 30-45 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.

Extended Visit Minimum 45 Mins
Best for multiple cat homes, and cat with special diets or special needs. Also required for administering medications or special treatments and/or grooming.

Regular Visit Minimum 30 Mins
Popular choice. Good for many multiple cat homes, supervised feedings, litter care, and play. Most cats are fine with 1 visit per day, but we can accommodate more.

Drop In/Key Transfer etc. 3 Minutes or less
Short drop in to transfer keys (pick up or drop off), check iron/stove, turn off sprinkler system, close windows, etc.

Overnights and Other Services
Rates available on request, depending on specifics

Important Terms

Payment is due before service starts. Any **parking fees** will be charged in addition after the visits are completed unless agreed otherwise.

A separate **signed & completed Service Request** is also due for each service, before each service starts, unless agreed otherwise..

With permission you may leave a check in full, or cash, or transfer funds via Venmo or Zelle, prior to the first visit of a sit.
However, **your pet sitter may leave your home** without providing any service if you do not leave or transfer payment.. If service is provided without prior payment, a **late fee** will apply as stated in your Invoice.

Refunds & Cancellations

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

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All Cats PDX – 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, unless agreed otherwise (written confirmation via email or text message)
- Deposit in full is due at time of reservation. **Reservations are not held** until payment in full is received by All Cats PDX, or special arrangements are agreed upon by both parties in writing. A $5 per visit late charge will be assessed to service that is not paid in advance. Reservations for not yet cleared Zelle/Venmo/electronic check payments will be honored.
- There will be **a $50 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 10/30/2015 (% 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 to 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.
- All Cats PDX is not responsible for wilted, dead or otherwise unhealthy plants. All Cats PDX 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.
- All Cats PDX 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 All Cats PDX within 14 days.
- All Cats PDX 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. All Cats PDX agrees to remain fully insured through PSA or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc. as caused by an employee). All Cats PDX 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.
- All Cats PDX 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. All Cats PDX 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 an undisclosed location. All Cats PDX subscribes to insurance coverage through PSA for lost key lock replacements.
- 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).

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- 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 is responsible for pet-proofing house and yard, and the security fences/gates/latches. All Cats PDX 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.
- All Cats PDX 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 All Cats PDX 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 All Cats PDX 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". All Cats PDX will definitely make its best endeavors 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 All Cats PDX to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- All Cats PDX reserves the right to terminate this 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.
- All Cats PDX 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. Claims of negligence that involve a hired Independent Contractor, hired by All Cats PDX, will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- Client agrees to notify All Cats PDX 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 All Cats PDX 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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All Cats PDX – Legal Considerations **Client Copy**

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- 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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All Cats PDX – Veterinary Release Agreement **VR**

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 All Cats PDX pet sitters, I give permission to All Cats PDX to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on the reverse of this Agreement. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask All Cats PDX to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of
$_____ per pet / all pets *(most common values are $200, $1000, 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 All Cats PDX 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 All Cats PDX care providers to use their best judgment in handling these situations, and I understand that All Cats PDX 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 Special Service fees assessed by All Cats PDX for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize All Cats PDX 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 animal (cat, etc.) at the site of service will be current (per my veterinarian's 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 All Cats PDX of any signs of injury or possible illness before any visit as soon as the condition appears. All Cats PDX reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. All Cats PDX strives to provide clean, safe service to each of our clients. In doing so, All Cats PDX 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 All Cats PDX cares for one or more of my pets. I understand that this agreement applies to all of the pets within All Cats PDX' 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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My Veterinarian is: _____

At (practice name): _____

Address: _____

_____

Phone: _____

Preferred emergency veterinary practice:

(note that All Cats PDX will make their best endeavors to use this practice if available and the situation, in All Cats PDX' judgment, allows; however, this may not always be possible)

_____

_____

If my pet(s) should pass away while under the care of All Cats PDX, I would like for their remains to:

- ☐ Be held in storage at a specialized facility for me to retrieve
- ☐ Be cremated individually, ashes available for me to retrieve
- ☐ Be cremated in group, no ashes available to retrieve
- ☐ Be treated otherwise, namely: _____
  _____

Client/Owner Name:

Client Signature: _____ Date: _____

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All Cats PDX – Veterinary Release **Client Copy**

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$_____ per pet / all pets *(most common values are $200, $1000, or unlimited)*.
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Client/Owner Name:

Client Signature: _____ Date: _____

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My Veterinarian is: _____

At (practice name): _____

Address: _____

_____

Phone: _____

Preferred emergency veterinary practice:

(note that All Cats PDX will make their best endeavors to use this practice if available and the situation, in All Cats PDX' judgment, allows; however, this may not always be possible)

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_____

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- ☐ Be held in storage at a specialized facility for me to retrieve
- ☐ Be cremated individually, ashes available for me to retrieve
- ☐ Be cremated in group, no ashes available to retrieve
- ☐ Be treated otherwise, namely: _____
  _____

Client/Owner Name:

Client Signature: _____ Date: _____

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Welcome Visitors & Emergency Personnel:

Our pets are being cared for by a professional who comes in at various times during the day. Please help us provide the best care for our pets by following these special pet care guidelines:

- **If a pet escapes, is injured or ill, or is having any issues, please call the pet sitter ASAP (number below)**. The pet sitter does have our emergency contact numbers. In the case of severe injury, please take our pet to the emergency vet clinic.

- Please make it obvious that you are here: park in the front, tape a note to the door, and listen for visitors. The police may be called on unexpected visitors. Always carry ID with you.

- Please do not feed the pets or give them any treats, even nibbles, unless instructed to do so.

- Please return the radio, tv, lights, windows, doors, fans, and locks to their original settings.

- Leave a note before you leave each and every visit. A sheet may be provided. Details can be very brief, but please do mark down if

    - Pet was fed treats or food
    - Pet was given water
    - Plants were watered
    - Pet had a vigorous play session
    - Any accidents were cleaned up

  Also please mark down your name, arrival and departure times, and any future visits.

- Locate each pet, and check to see that no pets have escaped out the door or into a forbidden area (such as a closet) each time before you leave.

__Forbidden__ Areas & Closed Doors:

Areas that MUST remain __accessible__ to pet:

Owner:		**Emergency #:**	
Pets:		**Emergency Contact Info:**	
Pet Sitter:	***All Cats PDX*** **971-317-8860** **Ariane Holzhauer**	**Other Notes:**	

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All Cats PDX

Suggested Leave-Out Checklist

- ☐ Food (or note indicating location of food)
- ☐ Paper Towels – 2 rolls
- ☐ Can Opener & Spoon
- ☐ Watering Can, Plants (waterproof surface)
- ☐ Pet Carrier (or note as to where to locate)
- ☐ Veterinarian contact information
- ☐ Medicines, Injection Materials, etc. (or note as to where to locate these items)
- ☐ Name tags & Amount tags on feeding bins
- ☐ Reminders & Changes
- ☐ Broom, Dustpan & Vacuum
- ☐ Carpet Spot Cleaner or Cleaning Machine
- ☐ General Cleaner
- ☐ Favorite Toys
- ☐ Brushes & Clippers
- ☐ Treats & Chewies (or note as to where to locate)
- ☐ Remote Controls for TV or Stereo
- ☐ Garbage / Litter bags
- ☐ Container for recycling
- ☐ Extra Litter, Litter Scoop
- ☐ Additional Contact #'s (Hotel, hosts, etc.)
- ☐ Pencil or Pen
- ☐ Any special last visit notes (leave key, etc).
- ☐ ..
- ☐ …
- ☐ …

Call Us:
Feel free to contact your pet sitter to check up on your pets at any time. We try to return all calls the same or the next day, usually between 9 am - 8:00 pm. If you do not hear back from us in 24 hours, please try again – voice mails do sometimes get lost. Emails and texts are also welcome, and we check our email/text all day long as possible.

Keys:
We prefer to keep a copy of the key, at least until you have confirmed your return home. Please provide a stamped, self-addressed envelope if you'd like us to mail the key back to you, or we can return the key to you on a separate visit for a $10 charge (complimentary for the first service). Most of our clients opt to let us store a copy of their key. All keys are marked with customer numbers **only**, no names or addresses. Remember, if we return the key you will not be able to request additional visits if your return is delayed. Leaving the key or allowing us to store it in our safe is free to you. Transferring the key again in the future does incur an additional fee. This includes drop-off, pick-up, or mailing done by either the sitter or the client.

Enjoy your time away!

All Cats PDX

www.allcatspdx.com

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