

# Floofins & Co. Consultation Information

FLOOFINS  & CO.  
A Kenneling Alternative.



## Welcome to the Floofins & Co. Family!

A complementary in-home consultation is required before scheduling your first visit. To best prepare for this meeting, please review and complete the following required paperwork:

- Review F&Co. Policies and Procedures
- Complete your Client/Household Profile AND Pet Profile(s) online
- Complete the Veterinary Release Form AND supply a copy of current vaccination records
- Complete the Admission Authorization Form
- Complete the Key Retention Form (optional)
- Have two sets of house keys ready for pick up
- Complete the F&Co. Service Agreement

During the consultation (typically 30-45 minutes in length) we will review your paperwork and profiles so we have all of the information we need to care for your pets and your home while you are away. We will also address any questions you may have about us and our staff AND we will probably rub some bellies as well!

Contact us at 855-SITMYFLOOF (855-748-6935) to set a date and find your custom in-home pet care solution.

**Floofins & Co. is a member of NAPPS & APSE.**

**We are Red Cross Pet First Aid & NAPPS certified, Bonded and Insured.**



## **Policies and Procedures**

**(last updated 12/1/2011/Exhibit A of Service Agreement)**

**Floofins & Co. provides loving in-home pet care while pet parents are away. Whether you go on vacation, a business trip, or need a midday visit to walk, feed, medicate or just cuddle with your pet, Floofins & Co. will be there when you can't.**

*Floofins & Co: Any reference to "Floofins & Co." in the Policies and Procedures shall also include its employees, officers, directors and agents. These Policies and Procedures are hereby incorporated and made part of the Service Agreement. Current policies and procedures are available at [www.floofinsandco.com](http://www.floofinsandco.com).*

**Availability:** Pet care visits are available 7 days a week/365 days per year beginning at 6 a.m. and ending by 10 p.m. Time block availability is as follows: Early 6 a.m. - 8 a.m., Morning 8 a.m. - 10 a.m., Mid Day 11 a.m. - 2 p.m., Evening 4 p.m. - 7 p.m. and Late 8 p.m - 10 p.m. Visits outside regular pet sitting hours can be arranged at an additional fee.

**Office Hours and Emergency Calls:** Office hours are M-F 9 a.m. to 7 p.m. and Saturday 9 a.m. to Noon. The office is closed on Sundays. A 24-hour emergency line is available to report emergencies while traveling outside of office hours.

**Reservations:** It is best to plan a couple of weeks in advance in order to obtain services on the dates you desire. An in-home consultation **is required**, prior to making reservations, for all new clients. We must meet you and your pets and assess your needs before we make a commitment to providing your pets' care. During this initial meeting we will review and complete forms, sign agreements and schedule your first visit.

**Visit Minimums:** For the safety of the animals in our care, Floofins & Co. strictly adheres to the following minimums:

Dogs: 2 visits per day  
Cats: 1 visit per day  
Birds: 1 visit per day

Rabbits: 1 visit per day  
Small and Furry: 1 visit per day  
Reptiles: 1 visit per day

**Duration of Visits:** All visit times and lengths are approximate and on an average over the entire booking.

**Reservation Confirmations:** Floofins & Co. will confirm your reservation via e-mail when the appointment is made and by phone 1-2 days before your scheduled departure. If you do not hear from us in this time frame, please CALL US. Dog walking will be confirmed during the last week of the month via e-mail. Please make sure your recurring appointments are correct and submit any changes by the 1st of the month.

**Keys:** Floofins & Co. will obtain two copies of your house key (1 for the sitter and 1 to remain in the office in case of emergency) during the initial visit, when service is scheduled and agreements are signed. Keys will be returned within 7 days of the end of your service, in person or by certified mail. It is recommended your key remain in your Floofins & Co. file for convenience in future use of our service and to enable online and telephone reservations, thus avoiding future key pick up charges (\$10). **Clients that do not have their keys prepared for the initial consultation will also incur a \$10 key pick up charge to cover the additional trip.**

**Visitors and Other Scheduled Services:** We all want our pets to have the love and attention they deserve, but please be advised that if there are other persons entering and leaving your home, Floofins & Co. cannot be held liable for any damages or problems that may occur as a result. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, repairpersons, friends, family and neighbors. Floofins & Co. does not accept liability for other persons who will be in your home during scheduled pet sitting visits.

**Responsibility:** Floofins & Co. shall not be liable for any personal injury or property damage claims which may occur upon client's property.

**Unsecured Pets:** Floofins & Co. will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or crate for their own safety and welfare in your absence.

**Pet Proofing:** It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. Floofins & Co. does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

**Vaccinations:** Documentation is required to prove that all licenses and vaccinations required by the state of Illinois and the city and county in which you reside are current according to the law and per the recommendation of your veterinarian. **Please supply a copy of your latest vaccination records or boarding certificate with your veterinary release form at the initial consultation and also please send, fax, or e-mail updates to the Floofins & Co. office.**

**Supplies:** there will be a \$15.00 charge along with reimbursement if the sitter has to restock depleted supplies. It is the owners' responsibility to provide more than adequate amounts of food, litter, treats, medications, and other items needed for complete care of their pets.

**Restrooms:** On occasion, our sitters/walkers may need to utilize client's restrooms. Please notify us if this is not acceptable in your home, or if there is a temporary plumbing issue in which we should not utilize restrooms on a particular day.

**Inclement Weather:** In the event of inclement weather, Floofins & Co. has requested on your service agreement the name and phone number of a trusted person living nearby. If Floofins & Co. is physically unable to reach your home due to impassable roads or other conditions, we will contact this person to request assistance. Please also note that in extreme temperatures and weather it is left up to the sitter/walker's discretion to shorten times outside and complete visits with indoor play.

**Snow and Ice Policy:** WE URGE YOU TO SET UP SNOW REMOVAL DURING THE WINTER MONTHS. Floofins & Co. contracts with a snow-removal service for snow removal on WALKWAYS, DRIVEWAYS AND STAIRS if your area is not cleared. You will be charged a \$35 fee for each removal that will be invoiced to you upon your return. Please also leave a shovel and ice melt by the front door or other access doors for us to use as needed.

**Last Minute/Emergency Visits:** Feel free to call if an unexpected need arises. We will make every attempt to accommodate your needs. Please note, if you are requesting something outside of office hours, you must call our emergency line to ensure someone receives your request. **Any appointments requested with less than 24 hours notice are subject to a \$15 last minute booking fee. Overnights booked with less than 48 hours notice are subject to a \$25 last minute booking fee.**

**Litter Replacement Fee:** Upon leaving your home, please leave a fully cleaned/fresh litter box.

If litter needs to be replaced at the initial visit, a fee of \$25 will be invoiced at the end of your scheduled service.

**Returned Home Calls: Please remember to call when you have returned home safely!** If we don't hear from you, we will continue visiting to assure the safety and well-being of your pets. Additional trips will be added to your bill at the regular rate. **Please call your sitter's direct extension to report that you have arrived home.**

**Holidays:** Holiday seasons are hectic for everyone, so make your reservations early! An additional fee of \$8 per visit and \$16 per overnight or "almost overnight" is charged on these holidays - New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

**Alternates:** Alternate staff members may be utilized in the event of illness, injury, inability to travel into the field and employee time off. Please alert us if a substitute is unacceptable and we will note as such in your account. Inability to use an alternate may result in unavailability.

**Deposits:** A 50% deposit will be collected at the time of booking for all vacation requests.

**Cancellations:** Cancellations for pet sitting may be made up to 48 hours in advance of your scheduled service. Any deposit will be credited to you in the form of payment received. If canceling less than 48 hours prior to the first day of your scheduled service period, a fee of 50% of the total service fee for pet sitting will apply. Cancellations for daily dog walking may be made by 10 a.m. on the day of service. A fee of 100% for dog walking will apply if a walker arrives and a call off was not made.

**Rates/Fees/Payments:** Current rates are available at [www.floofinsandco.com](http://www.floofinsandco.com).

1. **Payment:** Floofins & Co. accepts cash, check, and credit card payments (MasterCard, Visa and Discover Card) via [www.floofinsandco.com](http://www.floofinsandco.com). **Payment is due at the time of or prior to the first visit.** Please make all checks payable to Floofins & Co.
2. **Returned Check Charges:** There is a \$35 fee for all returned checks.
3. **Late Payments:** There is a 15% late fee for all late payments. **Payments are considered late if not received by the time of the first visit.** There is a 10-day grace period following the date of the first visit before 15% late fees are charged.
4. Client shall be responsible to pay attorney fees and costs to Floofins & Co. in the event of litigation as a result of nonpayment for services and supplies.

## Veterinarian Release Form

\_\_\_\_\_  
 Pet 1 Name                      Age              Birthdate              Sex M/F              Altered Y/N              Breed/Type

\_\_\_\_\_  
 Any Medical Conditions/Medication

\_\_\_\_\_  
 Pet 2 Name                      Age              Birthdate              Sex M/F              Altered Y/N              Breed/Type

\_\_\_\_\_  
 Any Medical Conditions/Medication

\_\_\_\_\_  
 Pet 3 Name                      Age              Birthdate              Sex M/F              Altered Y/N              Breed/Type

\_\_\_\_\_  
 Any Medical Conditions/Medication

\_\_\_\_\_  
 Pet 4 Name                      Age              Birthdate              Sex M/F              Altered Y/N              Breed/Type

\_\_\_\_\_  
 Any Medical Conditions/Medication

If any of the pets named above becomes ill or is injured, I request that **Floofins & Co.** take the pets to:

Veterinary Office Name \_\_\_\_\_

Address \_\_\_\_\_ Telephone \_\_\_\_\_

Alternate/Emergency Veterinary Office Name \_\_\_\_\_

Address \_\_\_\_\_ Telephone \_\_\_\_\_

I hereby authorize the attending veterinarian to treat any of my pets as listed above.

**Floofins & Co.** is authorized to transport my pet(s) to and from the veterinary clinic for treatment or to request "on-site" treatment if deemed necessary. If I cannot be reached in case of an emergency, **Floofins & Co.** shall act on my behalf to authorize any treatment excluding euthanasia.

If neither of the veterinary offices named above is available, I authorize **Floofins & Co.** to take my pet/s to another veterinary office for treatment. I understand that **Floofins & Co.** cannot be held responsible for the results of the veterinary treatment or the loss of my pet.

*Check one:*

- Our credit card information is already on file with our vet.
- Our credit card information is listed below.

Name \_\_\_\_\_ # \_\_\_\_\_

- MasterCard
- Visa
- Discover Card

Exp. \_\_\_\_\_ Code \_\_\_\_\_

In the event of an emergency in which I am unreachable, we authorize the following expenditure:

*Check one:*

- Up to the amount of \$ \_\_\_\_\_
- Whatever is necessary

I will assume full responsibility upon my return for payment and/or reimbursement for veterinary services rendered up to the above stated amount.

This agreement is valid starting on the date below whenever **Floofins & Co.** cares for my pets:

Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Owner's Name (please print): \_\_\_\_\_

**\*PLEASE ATTACH A COPY OF YOUR CURRENT VACCINATION RECORDS TO THIS FORM FOR YOUR FLOOFINS & CO. FILE.**

**\*\*A COPY OF THE RELEASE FORM WILL BE FILED WITH YOUR VET BY FLOOFINS & CO. OFFICE STAFF.**

## **Authorization for Admission Form**

### **Authorization for Admission to My Rental Unit or Home**

**To whom it may concern:** I give my permission to Floofins & Co. to enter my residence in order to provide pet care for my animal(s).

Please allow this organization to perform this service and give the Company all necessary assistance in regards to this matter.

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Key Retention Service (Optional)**

One of our goals at Floofins & Co. is to make your trips as convenient and seamless as possible. At the end of your first experience, if you are completely satisfied with the service we provide, we can enroll you in our key retention program to make future trips easier.

When Floofins & Co. takes possession of your keys, they are coded so that the keys cannot be matched to your personal information. During your sit, one key is in possession of the sitter (for entry purposes) and the other key is secured in a lockbox at our office (for emergencies).

This will eliminate the need for us to pick up and drop off/mail your keys after every visit as well as avoiding the key pick up fee of \$10 per pick up or drop off.

At any time, if you wish to start this service, or discontinue this service we will promptly follow your request.

Agreed and accepted.

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

## Service Agreement

This signed document is an agreement between Floofins & Co. and \_\_\_\_\_ (Client) for pet care services beginning on \_\_\_\_\_ until revoked in writing. Floofins & Co. agrees to provide pet care services to Client in a proper and appropriate manner.

Key received (two sets):  Yes  No      Key tested?  Yes  No

- I authorize Floofins & Co. to perform pet care services as outlined in the Client/Household Profile, Pet Profiles, and Policies and Procedures (Exhibit A) which provisions are incorporated and made a part of this contract.
- I authorize this contract to be valid approval for future services so as to permit Floofins & Co. to accept my telephone and online reservations and enter my premises without additional signed contracts or written authorization.
- I have completed and signed the required veterinary release form and have provided proof of current vaccinations.
- I have read and agree to the aforementioned Policies and Procedures which are a part of this agreement. I have been provided with a copy for my records.
- I have been informed and agree to check for current rates and updated policies and procedures at [www.floofinsandco.com](http://www.floofinsandco.com). Notification of changes are sent via our e-newsletter *The Scoop*. **Unsubscribing will result in NOT receiving these notifications.**
- I agree to provide updated profile information as needed, as well as updated vaccination records as needed.
- I give permission to Floofins & Co. to use images of my pets with our sitters for marketing and promotional materials. (Images including of your home (exterior or interior) will not be used.)
  - Please check here if we do **NOT** have your permission. *Video may be utilized to document behavior issues. Such videos will only be shared with Floofins & Co. staff and owners.*

Agreed and accepted.

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Floofins & Co. Representative \_\_\_\_\_ Date \_\_\_\_\_

- I will provide cash or a check at the beginning of service.
- I authorize a credit card transaction for the aforementioned visits scheduled.

Name \_\_\_\_\_ # \_\_\_\_\_

MasterCard     Visa     Discover Card

Exp. \_\_\_\_\_ Code \_\_\_\_\_ Client Signature \_\_\_\_\_