

Floofins & Co. New Client Information

FLOOFINS  & CO.
A Kenneling Alternative.



Welcome To Our Family of Floofins!

An in-home consultation IS REQUIRED before scheduling your first visit. To best prepare for this meeting, please review and complete the following required items:

- ☐ Register at floofinsandco.com (Click on “Our Clients” and “New Client Registration”) and complete your Household Profile AND Pet Profile(s) online
- ☐ Complete the F&Co. Service Agreement
- ☐ Complete the Forms Packet (Behavior Screening Form, Veterinary Release Form + current vaccination records, Admission Authorization Form, Key Policy Form, Pet Guardianship Form)
- ☐ Have two sets of house keys ready for pick up

During the consultation (typically 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 we will probably rub some bellies as well!

Contact us at 855-SITMYFLOOF (855-748-6935) to set a date.

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

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



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 timely and appropriate manner.

Please initial each provision below.

_____ I authorize Floofins & Co. to perform pet care services as outlined in the Household Profile, Pet Profiles, and Policies and Procedures which provisions are incorporated and made a part of this contract. I have read and agree to the aforementioned Policies and Procedures which are a part of this agreement and I have been provided with a copy for my records.

_____ 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 forms (behavior screening, veterinary release **WITH** proof of current vaccinations, admission authorization, and pet guardianship).

_____ I have read and agree to the key policy.
Keys received (two sets): ☐ Yes ☐ No Key tested? ☐ Yes ☐ No

_____ I have agree to check for current rates and updated policies and procedures at 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 and videos of my pets with our sitters for marketing and promotional materials. (Images inclusive 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 as needed with Floofins & Co. staff.*

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 to remain on file for bookings.

Name _____ # _____

☐ MasterCard ☐ Visa ☐ Discover Card

Exp. _____ Code _____ Client Signature _____

Policies and Procedures

(Last updated 03/11/13)

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. The most current policies and procedures are available at www.floofinsandco.com.

- Pet Care Availability:** Pet care visits are available 7 days a week/365 days per year **BY APPOINTMENT ONLY**. Pet sitting hours begin no earlier than at 6 a.m. and end no later than 10 p.m. Appointments are scheduled in time blocks marking sitter arrival times. 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. For the safety of our staff, dog walks will not be performed in the Early or Late time blocks.
- Office Hours and Emergency Calls:** Office hours are Monday - Friday 9 a.m. to 6 p.m.. The office is closed on weekends and holidays (see holiday list in section 17). A 24-hour emergency line is available for our clients to report emergencies or make emergency requests outside of office hours by pressing 5 in our phone menu.
- Office Staff and Pet Care Staff Contact:** When requesting information about billing, scheduling, or other client care requests, please contact the office by phone at 855-748-6935 (press 2 for client care) or via e-mail at clientcare@floofinsandco.com. Handwritten notes, text messages, and voicemails left with pet care staff will not be accepted when making a schedule change or when booking an appointment. Pet care staff are available to answer questions about your pet's care at any time during scheduled pet care appointments via their phone extension (press 9 to access the dial by name directory) or e-mail (firstname.lastinitial@floofinsandco.com). Please be cognizant of the time of day when directly contacting pet care staff members (i.e. a call at noon in Thailand may be waking your sitter at midnight) With vacation service, pet care staff members will automatically be in touch daily per the method requested in your client profile (phone, text, or e-mail).
- Reservations/Initial Consultation Meeting:** 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 required forms, sign agreements and schedule your first visit. Consultation visits are complementary, however consultations requested with less than 24 hours notice are subject to an expedited set up fee.
- Visit Minimums:** For the safety of the animals in our care, Floofins & Co. strictly adheres to the following minimums for ***vacation*** pet sitting clients:

Dogs: 2 visits per day	Rabbits: 1 visit per day
Cats: 1 visit per day	Small and Furry: 1 visit per day
Birds: 1 visit per day	Reptiles: 1 visit per day
- Duration of Visits and Arrival Times:** All visit times and lengths are approximate and on an average over the entire booking. Due to working with live animals, anything can happen therefore we can not guarantee strict arrival times. The time blocks provided in section 1 are a guideline for arrival times and we will come as close to these requests as possible.

7. **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 only. ***Please make sure your recurring dog walking appointments are correct and submit any changes BEFORE the 1st of the month.***
8. **Emergency Visits and Schedule Changes (<24 Hour Notice):** 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 services requested or time block changes requested with less than 24 hours notice are subject to an additional fee.
9. **Deposits:** A 50% deposit will be collected to secure your booking for all vacation pet sitting and in-home boarding requests. This can be waived with a valid credit card on file.
10. **Cancellations:** Cancellations for ALL services may be made up to 24 hours in advance of the beginning hour of the time block of your scheduled service. Any deposit will be credited to you in the form of payment received. If canceling less than 24 hours prior to the beginning hour of the time block of your scheduled service, a fee of 100% of the total service fee of the first day booked will apply. A fee of 100% will also apply if a pet care staff member arrives as scheduled for a daily dog walk and is sent away. ***Unused prepaid daily dog walks will be placed into a credit account and will be used towards future dog walking visits.***
11. **Rates/Fees:** Current rates and applicable fees are available at www.floofinsandco.com. Vacation care rates apply to any booking when clients are gone overnight or longer. Dog walking rates can be used for sporadic needs when clients are gone for a period of time during the day. When distinguishing between vacation care and dog walking services, our rule of thumb is, if you will be returning home the same day, we will include you in the dog walking category. When gone overnight, you will be included in the vacation care category.
12. **Payments:** Floofins & Co. accept cash, check and credit card payments (MasterCard, Visa and Discover Card) via www.floofinsandco.com. **Payment is due at the time of or prior to your first visit.** Please make all checks payable to Floofins & Co. A fee will be applied for all returned checks. There is a late fee assessed for all late payments. **Payments are considered late if not received by the time of the first visit.** There is a 10 business day grace period following the date of the first visit before late fees are charged. ***Monthly, bi-weekly and weekly payment plans are available for regular dog walking clients. Please contact our office to discuss which plan best suits your needs.***
13. **Attorney Fees:** 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.
14. **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 consultation visit. Keys will be returned within 7 days of the end of your service, in person (additional fees will apply) or dropped at our mailbox location (UPS Store, 205 E. Butterfield Rd. Elmhurst, IL 60126). It is recommended your key remain in our lock box to enable future online and telephone reservations, thus avoiding future key pick up and drop off charges. **Clients who do not have their keys prepared for the initial consultation will incur a key pick up charge to cover the additional trip.**
15. **Returned Home Calls:** **Please remember to call when you have returned home safely from vacation!** 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, e-mail them or text message them to report that you have arrived home.**
16. **Holidays:** Holiday seasons are hectic for everyone, so make your reservations early! An additional fee 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.

17. **Staffing and Pauses in Regular Service:** At your initial consultation meeting, you will meet your primary pet care provider. Alternate staff members may be utilized in the event of illness, injury, inability to travel into the field, employee time off, or if unavailable at the time of future bookings. 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. In the event you must take time off from regularly scheduled dog walking services, we will offer a pause in service as a courtesy for a maximum of two weeks. **If your time exceeds two weeks, we can not guarantee your regular walker will have remaining availability and may need to address a staffing change.**
18. **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.
19. **Responsibility:** Floofins & Co. shall not be liable for any personal injury or property damage claims which may occur upon client's property.
20. **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.
21. **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.
22. **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.**
23. **Supplies:** there will be a supply run fee 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.
24. **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.
25. **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.**

26. **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.
27. **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 litter replacement fee will be invoiced at the end of your scheduled service.

Pet Behavior Screening Form

In order to provide the best care for your pet, we need to know the best way handle them. Please place each of your pet's names in the column corresponding to the typical behavior of your pet:

What Would Your Pet Do If We...	Remain Calm and Relaxed	Become Afraid, Struggle or Try to Escape	Feel Threatened May Growl or Snap	Will Bite!
Touched or wiped their feet?				
Disturbed them while sleeping?				
Tried to move them from a resting or sleeping place?				
Picked them up?				
Touched or grabbed their collar (with or without the intention to leash)?				
Looked in their ears?				
Stared or looked directly at them?				
Opened their mouth or tried to pry something out of their mouth?				
Leaned over them?				
Picked up their food while eating?				
Took away a toy?				
Entered house while you weren't there?				

Please describe any sensitive areas on your pet's body where they don't like to be touched.

What else should we know about your pet's behavior around "visitors"?

I agree that the information provided describes my pet's behavior to the best of my knowledge.

Client Signature _____ Date _____

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 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 Policy Form

At the initial consultation, Floofins & Co. will obtain two copies of your house key. Keys will be returned within 7 days of the end of your service, in person (additional fees will apply) or dropped at our mailbox location (UPS Store, 205 E. Butterfield Rd. Elmhurst, IL 60126).

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 you or for us to pick up and drop off your keys after every booking as well as avoid the 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.

Please note dog walking clients are required to keep keys on file. If you wish to utilize only a door code/keypad/lockbox, please check here ☐. **By checking this box you are agreeing that if there is a malfunction with the door code/keypad/lockbox (batteries dead, power outage, etc.) and we are unable to reach your pet, that you will be billed for that day of service and will promptly repair the issue by the next scheduled dog walk.*

Agreed and accepted.

Client Signature _____ Date _____

Pet Guardianship Form

In the unfortunate event you become incapacitated while your pet(s) are in our care, please name the person(s) who should be contacted to become the guardian and take over the care of your pet(s) until care can be provided as arranged in other legal documents prepared by you.

We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing them as guardian(s) of your pet(s).

In the event of an emergency, which incapacitates me, I authorize Floofins & Co. to turn my pet(s) over to:

☐ Mr. ☐ Mrs. ☐ Ms.

First Name: _____ MI: _____ Last Name: _____

Street Address: _____

City/State: _____ Zip Code: _____

Phone Numbers; h: _____ w: _____ c: _____

Relationship: _____ Keys to home ☐ Yes ☐ No

Client Signature _____ Date _____