

# Welcome to Floofins & Co.

FLOOFINS  & CO.  
A Kenneling Alternative.



## Why pet sitting?

Floofins & Co. cares for two of Chicagoland pet parents' most precious assets (their pets and their home) while they are away. We are a group of true pet lovers, providing customized pet care solutions for busy pet parents.

## Pets enjoy:

- Staying at home in their safe, secure environment
- Being surrounded by familiar sights, smells, and sounds
- Following their regular diet and exercise routine
- Playtime and receiving personal attention
- Eliminating the trauma of moving them to an unfamiliar environment
- Ensuring good health and negating exposure to other animal's illnesses or parasites

## Pet parents enjoy:

- Knowing their pet is in caring hands
- Having the confidence that a professional sitter can deal with issues such as emergencies, as well as taking care of grooming and vet visits
- Eliminating the trauma of having to transport and leave pets behind
- Not having to impose on family, friends, or neighbors
- Feeling their home is more secure with someone going in and out several times a day

**A complementary in-home consultation is required before scheduling your first visit.**

To best prepare for this meeting, please review and complete the following:

- Review F&Co. Policies and Procedures
- Complete your Client/Household Profile and Pet Profile(s) online
- Complete the Veterinary Release Form and notification letter.
- Complete the Admission Authorization Form
- Complete the Key Retention Form (optional)

Please also have available:

- Vet Vaccination Records
- Two Sets of House Keys

Contact us at 866-252-8977 to set a date.

**Floofins & Co. offers piece of mind. We are a proud member of NAPPS, PSI, and APSE. We are NAPPS Certified and Bonded and Insured.**



# Preparing for Your Pet Sitter



When you leave your pets in the care of a professional pet sitter, you can travel with peace of mind. To make sure your pet sitter has all the necessities to take the best care of your pet, check off the items on this handy list before you leave home. Then, relax and enjoy the trip – knowing your companion animals are in good hands!

## Preparation is Key:

\_\_\_\_\_ Notify your veterinarian in writing that a pet sitter will be caring for your pet and authorize the vet to extend medical care during your absence if it becomes necessary.

\_\_\_\_\_ Provide written verification that your pet is up-to-date on its shots. Have your pet wear current identification and vaccination tags on its collar.

\_\_\_\_\_ Keep all supplies in one general and visible area. This includes food, treats, utensils, food and water bowls, medications, leash, can opener, toys, paper towels, cleaning supplies, garbage bags, litter and scoop, broom and dustpan and/or vacuum cleaner, towels (for rainy walks), newspapers (if paper training) and watering can for plants.

\_\_\_\_\_ Be sure to tell your pet sitter about any unusual habits your pet has; i.e., destructive behavior when left alone, change in bowel or eating habits, hiding places, etc.

\_\_\_\_\_ Tell the pet sitter if bathrooms or any other household areas are off limits to your pet and/or sitter. Secure access to these areas before leaving home.

\_\_\_\_\_ If your pet is prone to chew, please leave “chew toys” and take proper precautions to guard your personal items and home furnishings from their teeth while you are away.

\_\_\_\_\_ For the comfort of your pet, adjust your thermostat before leaving on your trip and advise your pet sitter the range it should be kept in. A closed-up home can get uncomfortably warm in a short time.

## Pet Proof Your Home:

\_\_\_\_\_ Make sure cupboards and storage areas (garage) are secured. A bored or determined pet can go “where they’ve never gone before.”

\_\_\_\_\_ Are the toilet lids down in any accessible bathrooms?

\_\_\_\_\_ See that medications are locked up. The sound of pills rattling in a plastic bottle may entice a pet to chew the bottle open.

\_\_\_\_\_ Remove candy and nuts from coffee tables or locations where a pet can reach them. Chocolate is toxic to dogs and nuts can be dangerous as well.

\_\_\_\_\_ Check to see that any hobby supplies; i.e., paints, glue, needles and thread, etc., have been placed away from an inquisitive pet’s reach.

## Home Security:

\_\_\_\_\_ Make sure your pet sitter is aware of anyone who may be on your premises or entering your home during the pet-sitting assignment.

\_\_\_\_\_ Use timers on interior lights and program them to turn on at dusk and off at bedtime. Use motion sensors on exterior lights. If evening visits are scheduled to your home, the pet sitter will really appreciate this safety precaution!

\_\_\_\_\_ Make sure doors and windows are securely locked before leaving. This should include garage doors, sliding glass doors and basement doors and windows. If outside doors have panes of glass near a push-button lock, consider installing a dead bolt lock as well.

\_\_\_\_\_ If applicable, advise gate security that a pet sitter will be visiting your home and authorize entry.

\_\_\_\_\_ Inform your neighbors of your absence and use of a pet sitter.

\_\_\_\_\_ Make sure any fences are secure and gates are locked.

## **Policies and Procedures**

**(last updated 7/7/2010)**

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

*Floofins & Co: Any reference to "Floofins & Co." in the Policies and Procedures shall also include its employees, officers, directors and agents. This Policies and Procedures are hereby incorporated and made part of the Service Agreement.*

**Pet Sitting/Dog Walking/Potty Break Availability:** Pet Sitting visits are available 7 days a week/365 days per year beginning at 6 a.m. The latest regular visits are scheduled to end by 10 p.m. Typical time blocks are as follows: Morning 6 a.m. - 8:30 a.m., Mid Day 10 a.m. - 4 p.m., Evening 5 p.m. - 8 p.m. and Late 8:30 p.m - 10 p.m. Mid-day dog walks typically occur between 11 a.m. and 2 p.m. and evening dog walks run from 4 p.m. - 6 p.m. Potty breaks run from 10 a.m. to 4 p.m. Visits outside regular pet sitting hours can be arranged at a an additional fee.

**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 access your needs before we make a commitment to providing your pets' care. During this initial meeting we will review and complete forms and sign agreements.

**Reservation confirmation:** Floofins & Co. will confirm your reservation 3-5 days before your scheduled departure. If you do not hear from us in this time frame, please CALL US.

**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).**

**Duration of visits:** All visits will be approximately 30 minutes long, occasionally a bit more or a bit less time, depending on your pets' needs. Every attempt will be made to give your pet the care and attention required in the allowed time.

**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 arise 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.

**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 pen for their own safety and welfare in your absence.

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 current vaccination records/boarding certificate.**

**Unplanned fees:** there will be a \$10.00 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.

**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.

**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.

**Emergencies:** Feel free to call if an unexpected need arises. We will make every attempt to accommodate your needs. Additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies will be billed at \$50 per hour.

**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 at ANY hour and leave a voice message that you have returned. We check it frequently.

**Holidays:** Holiday seasons are hectic for everyone, so make your reservations early! An additional fee of \$10 per visit (pet sitting and dog walking) 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.

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

**Cancellations:** Cancellations may be made up to 24 hours in advance of your scheduled service. Any deposit will be credited to your account. If canceling less than 24 hours prior to the first day of your scheduled service period, a fee of 50% of the total service fee will apply.

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

1. **Payment:** Floofins & Co. accepts cash, checks, and credit card payments 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 15-day grace period following the date of the last 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 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.

*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
- AMEX

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

In the event of an emergency, 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.

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.

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): \_\_\_\_\_

# FLOOFINS & CO.

Dear \_\_\_\_\_ ,

Floofins & Co. is caring for my pets in my absence. I have enclosed a copy of my veterinary release form for your records. Please release information to them and treat my pets according their instructions.

You may charge my credit card per the enclosed form or leave the fee on my account. I am responsible for the bill. Please keep this information in my pet's file at your office for future pet sitting visits.

Thank you.

Sincerely,



## **Authorization for Admission Form**

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

**To whom it may concern:** I give my permission to Floofins & Co. to enter my residence in order to provide quality 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**

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 and more expedient.

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

We hope this service will provide you with a benefit that will make taking trips that much easier.

Agreed and accepted.

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