



For the Paws-itivley Pampered Pet!

Welcome!

Mrs. Nanny Paws Pet Sitting Service thanks you for choosing us to help care for your furry friend while you are not home. We are very excited at the opportunity to get to know you and your pet(s).

We are committed to providing superior service and ensuring that your pet is happy while you are away.

In order To ensure a high quality of care Mrs. nanny paws requires the following forms to be reviewed and signed:

- Veterinary release*
- Legal Considerations*
- Pet information forms*
- Home guide*
- Contact information*
- Service contract*
- Key handling agreement*

Please do not hesitate to contact us with any questions or concerns. We're sure to have a barkin' good time!!

Thank you,

Mrs. Nanny Paws



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 nanny ASAP.** The pet nanny 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 received a hard workout
 - Pet went potty, and what time
 - 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 Nanny:	Mrs Nanny Paws Pet Sitting Service, LLC Tel. 610-349-9750	Other Notes:	

Hi Marilyn,

I just wanted to take a moment to express how happy all of our animals were to have Lydia as their human companion for the last couple weeks. It was very apparent from her detailed journal as to how dedicated she is to the animal world. Although I've never met her in person, I can tell that she took a true concern to all of our animal friends.

I always have felt it necessary to report when services are substandard but equally--if not even more importantly-- to communicate efforts that above and beyond the call of duty. Lydia's commitment to our animals the last couple weeks has been exceptional.

My wife, daughters and I were so happy to arrive home after a 12 hour drive to see the animals so happy and healthy. I would certainly recommend your service to any potential clients you might have and will certainly refer anyone that I come across.

Again, I would like to thank you, Lydia and your entire team for a job well done and look forward to utilizing your services again in the future.

Kindest Regards,

Mark V

References for Mrs Nanny Paws

Siobhan Bonis Customer since 2011 Uses us for weekly walks and vacations

Phone: 610-285-2687 Email: sbonis@ptd.net

Carolyn Rodriguez, Customer since 2009. Uses Mrs. Nanny Paws for Daily

Walks and Vacations. Email: cro19380@gmail.com

Selica Chronister, Customer since 2010 uses us for Daily walks

selicia.chronister@valleypreferred.com

Debbie Mull, Customer since 2011 uses us for daily walks and vacations

Phone 570-452-6021 Email: ocity02@yahoo.com

Alexandra Hoagg, customer since 2012, uses us for daily walks and vacations

Email address: Ahoagg@gmail.com



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.

Payment in full is due before the sit.

A \$3 per visit late charge will be assessed to service that is not paid in advance. There will be a **\$30 service charge** for each returned check. Unpaid service may be cancelled, including prior to or during the service period.

Cancellation Charge will be assessed if cancellation is made only after a petsitter is en route to the sit.

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- Cancelled sits will not be refunded, but customer will receive account credit for properly cancelled sit.

- Mrs. Nanny Paws Pet Sitting Service, LLC is not responsible for wilted, dead or otherwise unhealthy plants. Mrs. Nanny Paws Pet Sitting Service, LLC 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.
- Mrs. Nanny Paws Pet Sitting Service, LLC is not responsible for damage to the home beyond the control of the Pet Nanny. 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 Mrs. Nanny Paws Pet Sitting Service, LLC within 14 days.
- Mrs. Nanny Paws Pet Sitting Service, LLC 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 Nanny. Mrs. Nanny Paws Pet Sitting Service, LLC agrees to remain fully insured through Business Insures of the Carolinas or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding. Mrs. Nanny Paws Pet Sitting Service, LLC 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.
- Mrs. Nanny Paws Pet Sitting Service, LLC 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. Mrs. Nanny Paws Pet Sitting Service, LLC 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 Nanny, they will be either on the Sitter’s physical person, or be properly stored an undisclosed location.
- Pet Owner must have legal rights to place the animals in the care of Pet Nanny, Kennels, and Veterinary Clinics. The Pet Nanny 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).

- 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. Mrs. Nanny Paws Pet Sitting Service, LLC 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.
- Mrs. Nanny Paws Pet Sitting Service, LLC is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the nanny. 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 Mrs. Nanny Paws Pet Sitting Service, LLC 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 Nanny, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Mrs. Nanny Paws Pet Sitting Service, LLC, in the event of a claim by any person injured by the Pet Nanny.
- Mrs. Nanny Paws Pet Sitting Service, LLC is not responsible for acts of God; including but not limited to; Temperature extremes ("we use real feel temps"), Thunderstorms, lightening, high winds, heavy snow. Scheduled walks will become indoor playtime with a potty break. Mrs. Nanny Paws Pet Sitting Service, LLC reserves the right to make the judgment call as to what constitutes a weather condition that will alter that day's contracted activity with your pet. No refunds, only credits will be given.
- 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". Mrs. Nanny Paws Pet Sitting Service, LLC will definitely try 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 Mrs. Nanny Paws Pet Sitting Service, LLC to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Mrs. Nanny Paws Pet Sitting Service, LLC reserves the right to terminate this contract at any if the Pet Nanny, 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 Nanny. If concerns prohibit the Pet Nanny 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.
- Mrs. Nanny Paws Pet Sitting Service, LLC 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 Mrs. Nanny Paws, 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 Mrs. Nanny Paws Pet Sitting Service, LLC 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 Mrs. Nanny Paws Pet Sitting Service, LLC 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 as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____

Pet Nanny: _____ Date: _____



Mrs. Nanny Paws – Veterinary Release Agreement

VR

In the event that any of my pets or large animals 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 Mrs. Nanny Paws, I give permission to Mrs. Nanny Paws to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask Mrs. Nanny Paws 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 Mrs. Nanny Paws 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 Mrs. Nanny Paws care providers to use their best judgment in handling these situations, and I understand that Mrs. Nanny Paws 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 Mrs. Nanny Paws for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 10 days of each incident.

I further authorize Mrs. Nanny Paws 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 pet 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.

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



Mrs. Nanny Paws – Key Handling Agreement

KH

I have provided Mrs. Nanny Paws with the following key(s) on date: _____.
(Please describe in detail, including the doors the keys will open.)

Main Keys:

Backup Keys (A \$3 per key charge will be assessed if a backup method of entry is not provided):

I decline the option to provide Mrs. Nanny Paws custody of my keys and understand that Mrs. Nanny Paws is not responsible for keys not in their possession: _____.

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

Mrs. Nanny Paws has my permission to make a copy of my key(s) for emergency/backup at their discretion.

Mrs. Nanny Paws 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 Nanny.

My keys will be automatically retained by my Pet Nanny at the end of each service period. The Pet Nanny will place the key in a secured location until future service is requested.

Key Returns

I understand that if I decide that if at any time I'd prefer to have my key returned at the last visit of my service, I will leave a note on the first day of service. This note will include the message "Pet Nanny – Leave Key on (date & time of last scheduled visit)." In the note, please include detailed instructions on how to secure your home while leaving the key. I understand that the Pet Nanny has left the key, including in the case of emergencies or delays in my return. Key return at the last visit of service is free.

Mrs. Nanny Paws is willing to exchange keys via mail. All mailed keys will be sent wrapped in cardboard and taped. The envelope will be padded and clearly marked with "Hand Sort Only – Do Not Machine Process." Mrs. Nanny Paws is not responsible for keys that are sent and/or lost in the mail. Each mailed key transfer is charged to the client at a rate of \$_____. That fee is assessed both when Mrs. Nanny Paws is asked to send or receive a key via mail.

Mrs. Nanny Paws is willing to exchange keys via drop-off or pick-up. Each personal key transfer is charged to the client at a rate of \$_____.

Client/Owner Name: _____

Client Signature: _____

Date: _____