



PETCARE GROUP INC
SAFE AT HOME, WHILE YOU'RE AWAY!

www.petcaregroup.com

200 Yorkminster Rd
West Chester, PA
610-738-2273
info@petcaregroup.com

Petcare Group, Inc.

Pet Sitting Registration Packet



Welcome to Petcare Group, Inc.!

Thank you for choosing Petcare Group to care for your pet(s)! PetCare Group was founded in August of 2003 to give pet owners peace of mind that their pets are cared for while they are away from home. We are a full-service pet sitting organization (Insured and Bonded) dedicated to providing professional loving care to your animal companions. We provide visits in your home, which include dog walking, cat care, and services for all other domestic creatures. We promise to love and care for your pets when you can't be home!

Not only can PetCare Group take care of your every pet sitting and dog walking need, we are available every day of the year, including weekends and holidays, and can accommodate last minute and emergency services. Our services range from pet sitting and dog walking and running to in-home dog training, boarding for small dogs, bathing, pet waste removal for your yard, extended daytime visits, and overnight stays. We go above and beyond so that your pets are "Safe At Home, While You're Away."

Our quality service has been awarded The Philadelphia Inquirer's Neighbors' Choice Award and The Daily Local Reader's Choice Award. PetCare Group thanks each and every one of you for trusting us with your pets' care.

This Registration Packet contains:

- Services and Pricing Guide – please sign and date
- Client Information Form – please fill out in its entirety and sign and date emergency policy.
- Pet Information Form – please complete
- Key/Alarm Form – please complete and sign and date
- Financial Information/Payment Policies – please complete and sign and date
- Service Agreement – please sign and date
- Business Card

In addition, please have two copies of your house keys ready to provide to your sitter. One copy will remain with your sitter while the second copy is securely stored in our office for backup emergency purposes. A garage or door code is acceptable in place of a second key.



Services and Pricing Guide

How to Book: All orders must be placed through the PetCare Group office using the online form found at <http://www.petcaregroup.com/existing-clients/schedule-a-service/>. No orders or schedule changes will be taken through your Service Provider during a visit or note left at the house.

Booking and Cancellation Policy:

- Reservations booked the day before service are subject to a \$5 last minute fee per visit.
- Reservations booked on the day of service are subject to a \$10 emergency fee per visit. Same day reservations will be accommodated with whatever time the service provider has available, up to, but no longer than, 30 minutes.
- Any services canceled on the day of service will not receive credit or refund, and you will be charged in full for that day's services.
- If you are home during a scheduled visit and neglect or forget to cancel and your sitter arrives at your home, or if your pet is not at the location for any reason, the full price of the service will be charged. If you cancel any part of your scheduled reservation, such as ending the reservation early, you are responsible for the entire initial reservation fee. No refunds or credits will be issued.
- Pet sitting reservations must be canceled at least two days before the first day of scheduled service. If a pet sitting reservation is canceled the day before service, a 25% cancellation fee will be applied.

Initial Consultation - Your initial meeting and interview with a Petcare Group, Inc representative is on us! Same day "emergency" consultations are \$10.00.

Meeting Fee (\$20) - If you need a PetCare Group, Inc. staff member to meet with you or a new pet, or to pick up keys or return keys, there will be a charge of \$20.

Weekday Dog Walks (\$17+) - Does your dog need a mid-day break during the week? We will come by Monday through Friday, or any combination of weekdays, and take your dog for a walk or let him or her out in the back yard to get some exercise and, most importantly, a potty break. This is our daily special – price and visit length available for mid-days only, weekdays only – 11am to 2pm, M-F. No feedings or other services are included in this special rate midday visit. The visit is 20 minutes total including entry, leashing, walk, and cleanup, and does not indicate a 20-minute walk.

20 minutes — \$17 (for 1-2 dogs); \$3 each additional dog

Pet Sitting (\$20-\$32+)- A PetCare Group representative will come to your home and feed your pet, refill water, exercise or play with your pet, scoop litter, and give lots of attention. If you need a longer time frame, extended daytime visits are also available. Pet Sitting visits are available any day of the week during all of our hours of operation. Please note that exact appointments cannot be made. All orders must fall into the window of one of our designated time blocks.

30 minutes — \$20 (for 1-2 pets); \$3 each additional pet

45 minutes — \$26 (for 1-2 pets); \$5 each additional pet

60 minutes — \$32 (for 1-2 pets); \$6 each additional pet



Overnight Visits (\$80-\$140+) - Does your dog or cat love to sleep in bed with its humans? Not to worry! We'll hold down the fort while you're gone. We love to wake up with paws in our face. Overnight stays are wonderful for all pets, but especially for elderly dogs or puppies who need frequent potty breaks during the night, or for dogs or cats with separation anxiety. Overnight stays include the usual feeding, walking, and household duties. Don't forget to schedule your other visits for daytime services, as the prices for Overnight Stays are just for the hours listed below.

Overnight Stay (9pm-7am): \$80 (1-2 pets); \$10 each additional pet
Extended Overnight Stay (6pm-6am): \$140 (1-2 pets); \$15 each additional pet

Pet Taxi (\$40 each way) – Pet Taxi transportation, when available, is only provided within our service area. Crates must be provided for each pet that will be transported.

Dog Running (\$25-\$35)- Does your dog need a vigorous workout? Give your energetic dog the pleasure of a run to feel the wind in his or her ears! An experienced runner will take your dog for a jog or run around your neighborhood or designated park area. Dogs must be well behaved and conditioned for this type of service.

20 minutes – \$25
30 minutes – \$35

Holiday Surcharge (\$10 per visit) – A non-refundable surcharge that is applied per visit to any midday walk or pet sitting service scheduled during holiday times. We charge \$10 extra for all visits on New Year's Eve, New Year's Day, Easter Weekend, Memorial Day Weekend, Independence Day (and weekend), Labor Day Weekend, Thanksgiving Day and Weekend, Christmas Eve, and Christmas Day.

Late Payment Fee (\$25 per week past due) – See “Financial information and Payment Policies for information on due dates.

Returned Check Fee (\$25) – After second instance, client is required to pay by credit card.

Last Minute/Emergency Fee (\$5-\$10 per visit)

Reservations booked the day before service are subject to a \$5 last minute fee per visit. Reservations booked on the day of service are subject to a \$10 emergency fee per visit.

I have reviewed, understand that I will be charged according to the information on this pricing guide for services.

Client Signature _____

Printed Name _____

Date _____



Client Information Form

The information below is confidential and only requested to ensure we have the most accurate and pertinent information needed to care for your pet. Thank you!

Contact Information

Primary Contact:

Name: _____

Work: _____ Home: _____ Cell: _____

Email: _____

Secondary Contact:

Name: _____

Work: _____ Home: _____ Cell: _____

Email: _____

Emergency Contact(s):

Name: _____

Phone Number: _____

General Information

How did you hear about us? _____

How many pets do you have? _____

What services and dates were you looking to set up?



Household Information

Location of cleaning supplies: _____

Trash days/handling trash:

Handling Mail:

Handling indoor and outdoor plants:

Parking:



Pet Information

(please print off and fill out a separate page per pet)

Name:

Type and Breed:

Age: _____ Color: _____ Sex: _____

Personality Description: _____

Daily Routine:

Location of supplies (crate, carrier, leash, litter box, etc.):

Has your pet ever showed any signs of aggression, bitten, or injured anyone?

No _____ Yes _____

If yes, include date and details of incident(s):



Feeding Instructions:

Are treats okay? Yes _____ No _____ Details: _____

Medications and/or Allergies:

Vet Information:

Name: _____

Phone
Number: _____

Address: _____

I understand that in the event of an emergency, Petcare Group, Inc. will make every attempt to contact me. In the event that I cannot be reached, I authorize the following:

In the event of illness or injury during any services provided, I authorize Petcare Group, Inc. to seek appropriate medical treatment for my pet. I understand that every effort will be made to take my pet to the vet clinic specified above if the situation permits however; Petcare Group, Inc. has the authority to seek treatment at any veterinary clinic. Furthermore, I agree to reimburse Petcare Group, Inc. within 14 days of incident for veterinary fees and all related costs including pet taxiing to or from the veterinary office.

Client Signature _____ Date _____



Key/Alarm Form

At your initial consultation or after a move, please provide 2 sets of keys. One set will be for your sitter and the other will be kept securely in our office for emergency purposes. The additional set of keys ensures your pet receives uninterrupted care in the event your primary sitter has an emergency or is locked out of your home. One set of keys with a garage code, door code, or hidden key on property is sufficient.

Key Information:

We ask that you provide us with two keys, or a key and another form of entry (i.e. a garage code, door code, etc.) at the time of your consult or move.

Door Code, Key Code, or Location of Hidden Key: _____

Garage Code/Opener: _____

What door or entrance should we use to enter your house?

Are there any special instructions for entering your property (i.e. security gate access, location instructions, etc.)? If so, please describe below:

Alarm Information:

Do you have an alarm?

Yes: _____ No: _____

If so, please provide the code sequence necessary to arm and disarm your alarm system:

Arm: _____

Disarm: _____

Will alarm system armed during the time we will be providing service? Yes: _____ No: _____

Do you wish us to arm/rearm your alarm? Yes: _____ No: _____



I agree and understand the following:

- Petcare Group, Inc has permission to provide my keys to the service provider that will be conducting services.
- If client supplies only one key, Petcare Group, Inc. may not be able respond to emergency situations in a timely manner. Client understands the risk that their pet may not be cared for as scheduled.
- PetCare Group, Inc. is not responsible for the function or any fees associated with the use of any alarm systems.
- Client understands that if the services of a locksmith are required in order to access your home, client is responsible for all locksmith charges and any additional time the sitter is required to wait at the home until locksmith arrives.
- Client keys will automatically be retained on file, at the end of service. If client requests keys to be returned, client may pickup keys from our office at no charge during normal business hours.
- If client wishes to supply Petcare Group, Inc. with new keys, client may drop keys off at our office at no charge. However, if client requests that a sitter come to their home to pickup new keys, client will incur a \$20 fee.
- If client has no service activity for a period of 12 consecutive months, the client's file will become inactive and Petcare Group, Inc. may safely dispose of client's key.
- Service Provider reserves the right to use a secure lock box on client's premises at any point throughout scheduled reservation for use by Service Provider Contractors only.

Client Signature _____

Date _____



Financial Information/Payment Policy

Checks must be mailed to the office. Please DO NOT leave your payment at the house for your sitter to pick up. We ask this to ensure its safe arrival to the office where it is applied to your account. Returned Checks access a fee of \$25. After second instance, client is required to pay by credit card.

Cash must be delivered in person to the office. Please do not mail cash or leave it at your home to be picked up during the time of services.

We accept credit cards as a form of payment, but we charge an additional 5% processing fee. We also require a credit card number upon agreement of service to hold your reservation.

Weekday Dog Walking (and Recurring Monthly Services): Invoices are sent out once per month via email, on the 1st of the month for the previous month's services. Payment is due to be received in the office by the 15th of the month. Any monthly payments received after the 15th of each month will be subject to a \$25 per week late fee. You can choose to mail a check (made out to PetCare Group, Inc.) or pay by credit card via automatic payment. All credit card payments have a 5% processing fee.

Pet Sitting & Other Services: Payment is due when your request for services is confirmed by the office. You can choose to mail a check (made out to PetCare Group, Inc.) or pay by credit card. A 5% processing fee will be applied to all credit card payments. Mailed payments must be received before the start date of the services you are reserving. If payment is not received before the start of your order, your credit card will be charged in full for the reservation amount.

For any type of service, you are required to leave credit card information on file at the office to hold your reservation.

Preferred Form of Payment (please check):

Check:____ Cash:____ Credit Card:____

Credit Card Information (required):

Name on Card:

Type of Card:_____ Expiration Date:_____

Credit Card Number:

I have reviewed, understand, and agree to comply with the above payment policy.

Client Signature_____ **Date**_____



Pet Sitting & Dog Walking Service Agreement

Services

- If the pet is hostile in any way toward the Service Provider once services have started, the Service Provider reserves the right to discontinue services. The client would then be responsible for making other care arrangements, and the client is still responsible for the full amount of the reservation. By signing this agreement, you state that your pet has never bitten any person and has never shown any signs of aggression toward people or other animals.
- All services that require the client's pet to be outside is ultimately determined by weather. The safety of the pet takes precedence. Inclement weather may restrict time outside during house calls and/or daily dog walks. PetCare Group, Inc. reserves the right to cancel midday dog walks during snow emergencies.
- PetCare Group, Inc. is only responsible for pets' care during the originally scheduled dates and times of service.
- Service Provider reserves the right to use a secure lock box on client's premises at any point throughout scheduled reservation for use by Service Provider Contractors only.

Liabilities

The Service Provider is not responsible for conditions of house and pet if a 3rd party is allowed entrance to the client's home at any time during the scheduled reservation period, including if client chooses to leave the home unlocked or unsecured in any way.

- The Service Provider will follow the client's instructions as expressed during the service consultation. If anything, including the pet, is broken or damaged because of these instructions, the Service Provider is not liable. If there is any damage due to pet accidents, the Service Provider is not liable.
- We will water your plants, if requested, but are not responsible for their condition.
- If the pet is hostile in any way toward the Service Provider once services have started, the Service Provider reserves the right to discontinue services. The client would then be responsible for making other care arrangements, and the client is still responsible for the full amount of the reservation. By signing this agreement, you state that your pet has never bitten any person and has never shown any signs of aggression toward people or other animals.

Emergencies

If an emergency involving your pet(s) or home occurs:

- The Service Provider will immediately contact the client with the contact information provided. The decision to take emergency procedures will be left to the client. All veterinary or emergency repair fees will be paid by the client, including the service provider fee for transportation to the veterinarian or the amount of time spent waiting for a repair person.
- If client cannot be contacted, the Service Provider holds the right to determine if veterinary care/emergency repair is needed.

Payment Policies

Weekday Dog Walking (and Recurring Monthly Services): Invoices are sent out once per month via email, on the 1st of the month for the previous month's services. Payment is due to be received in the office by the 15th of the month. Any monthly payments received after the 15th of each month will be subject to a \$25 per week late fee. You can choose to mail a check (made out to PetCare Group, Inc.) or pay by credit card via automatic payment. All credit card payments have a 5% processing fee.



Petsitting and other services: Payment is due when your request for services is confirmed by the office. You can choose to mail a check (made out to PetCare Group, Inc.) or pay by credit card. A 5% processing fee will be applied to all credit card payments. Mailed payments must be received before the start date of the services you are reserving. If payment is not received before the start of your order, your credit card will be charged in full for the reservation amount. *For any type of service, you are required to leave credit card information on file at the office to hold your reservation.*

Booking, Last Minute, and Cancellation Policies

- All orders must be placed through the PetCare Group office using the online form found at <http://www.petcaregroup.com/existing-clients/schedule-a-service/>. No orders or schedule changes will be taken through your Service Provider during a visit or note left at the house.
- Reservations booked the day before service are subject to a \$5 last minute fee per visit.
- Reservations booked on the day of service are subject to a \$10 emergency fee per visit. Same day reservations will be accommodated with whatever time the service provider has available, up to, but no longer than, 30 minutes.
- Any services canceled on the day of service will not receive credit or refund, and you will be charged in full for that day's services.
- If you are home during a scheduled visit and neglect or forget to cancel and your sitter arrives at your home, or if your pet is not at the location for any reason, the full price of the service will be charged. If you cancel any part of your scheduled reservation, such as ending the reservation early, you are responsible for the entire initial reservation fee. No refunds or credits will be issued.
- Pet sitting reservations must be canceled at least two days before the first day of scheduled service. If a pet sitting reservation is canceled the day before service, a 25% cancellation fee will be applied.
- The initial Service Consultation is free of charge. If you need a PetCare Group staff member to return for another consultation or Meet and Greet, or to pick up keys or return keys, there will be a charge of \$20.

Holiday Policies

- We charge \$10 extra for all visits on New Year's Eve, New Year's Day, Easter Weekend, Memorial Day Weekend, Independence Day (and weekend), Labor Day Weekend, Thanksgiving Day and Weekend, Christmas Eve, and Christmas Day.
- Any visits for holidays scheduled within seven days of the holiday are subject to a last minute fee of \$5 per visit on the holiday.
- Any visits for holidays canceled within seven days of the holiday are subject to a 50% cancellation fee.

Future Reservations and Contract Updates

This agreement and all information included in this packet holds for every reservation the client makes with PetCare Group, Inc. By using our services, client agrees to all published policies and procedures displayed in the packet and on the PetCare Group, Inc. website.

Client Signature _____

Printed Name _____ Date _____