



# *PAWS & CLAWS Pet Services*

## **Welcome Pack**

*Welcome to Paws & Claws Pet Services, thank you for booking with us! You can rest assured that we will take very good care of your pets with our tailored service.*

*Paws & Claws provide personalised services for you and your pets.*

*We pride ourselves on providing a different range of quality services that's sets us apart from other Pet sitting businesses.*

*Your pets will be treated as one of our own, in a loving and stress free environment, whether they come to Paws & Claws for day, the night, a holiday or we look after them at your place, they will be well and truly cared for as they would be with you.*

*To achieve a high standard, a personalised service & for insurance purpose's it is important that we have as much information as possible. Please fill out, sign where appropriate & initial each page at the bottom of forms that are relevant to the service(s) you require.*

## **Information for Overnight Stays/Holidays**

*Kennels can cause anxiety and be very lonesome and stressful for your pet, being locked up in cage for most of the day and limited exercise.*

*Paws & Claws do not use cages or kennels to house your pets and everyone sleeps inside.*

*Paws & Claws use what we call Pet Pods, these are used at night-time a hexagon zip able fabric play pen. Each pet has their own with all of their own toys and beds etc. Your pets only sleep in the Pet Pods during the night time & let out in the morning for Day Care with the other Pets. Day care is play time outside and inside all-day every day. If you have a crate trained your pet then we would ask you to bring it with you if you feel it is required otherwise your pet will sleep in its very own Pet Pod.*

*See you soon!*

*Regards*

*Asha, Michael, Alfie & Vie Vie!*

# Services Contract

## DUTY OF CARE

*Under regulation and insurance requirements, we are obliged to implement a very comprehensive record-keeping system for each individual pet in our care. Please inform Paws & Claws of any changes in contact information and Pet information.*

*Please fill out details below;*

<b>Owner(s) Name:</b>				
<b>Phone:</b>	<b>Home:</b>	<b>Mobile:</b>	<b>Work:</b>	<b>Emergency Contact:</b>
<b>Address:</b>				<b>Post Code:</b>
<b>Other Contact:</b>	<b>Name:</b>	<b>Address:</b>	<b>Phone:</b>	
<b>Pet Name:</b>		<b>Species:</b>	<b>Breed:</b>	
<b>Colour:</b>		<b>Age:</b>	<b>Male or Female</b>	
<b>Microchip Number :</b>				

*To the best of my/our knowledge all the information given is true and complete and I/we give permission for Paws & Claws to care for my/our pet in my/our absence. \**

**Signed Owner:**..... **Date:**.....

*\*Please read and sign Terms & Conditions*

# General Health/Behaviours & Feeding Schedule

It's important for Paws & Claws, their employees and the safety of other pets to understand your pet(s) behavioural patterns good or bad. We also ask you to fill out the general health and feeding schedule. A healthy happy environment is what we give and expect from all of the pets that stay with Paws & Claws including our own. We ask all yearly injections, worming, flea & tick treatments are up to date prior to your pets visiting us. If you need some advice on what you should do then don't hesitate to ask.

<b>Last Yearly Vaccination Date :</b>	<b>Last Worming Treatment Date:</b>
<b>Last Flea Tick Treatment Date :</b>	<b>Last Tick Treatment Date :</b>
<b>Notable Medical Information, Allergies, Phobias:</b>	<b>List:</b>
<b>Medications:</b>	<b>List:</b>
<b>How to administer/ How many times a day :</b>	
<b>AM: Name- Method?</b>	
<b>Lunch: Name – Method?</b>	
<b>PM: Name – Method?</b>	
<b>Other: Name –Method?</b>	
<b>General Behaviour?</b>	
<b>Any Behavioural Issues?</b>	
<p><b><u>Please circle the appropriate answer.</u></b>  <b>Has the pet ever bitten someone? Y/N</b>  <b>Has the pet ever bitten or fought with another animal? Y/N</b>  <b>Is the pet child friendly? Y/N</b>  <b>Is your pet allowed off the lead? Y/N</b>  <b>Is your pet allowed to go to the beach? Y/N</b>  <b>Is your pet house trained? Y/N</b></p>	
<b>Feeding schedule: AM: Name of food?</b>	
<b>Feeding schedule: Lunch: Name of food?</b>	
<b>Feeding schedule: PM: Name of food?</b>	
<b>Snacks- When and What?</b>	
<b>Where does your pet normally sleep?</b>	<b>Command words?</b>
<p><b>Pet dislikes:</b>  <b>Pet Likes:</b></p>	

# Veterinary Consent Form

*In order to provide the ultimate care for your pet, Paws & Claws require this veterinary consent form to be filled out and signed. We would ask you to give your vet our details and let them know you are leaving your pet in our care for the dates your away, we also ask for you to leave payment details with your vet for any costs that maybe incurred.*

<b>Owner Name:</b>				
<b>Home Phone:</b>		<b>Mobile:</b>	<b>Work:</b>	<b>Emergency Contact:</b>
<b>Address:</b>				<b>Post Code:</b>
<b>Pet Name</b>		<b>Species:</b>		<b>Breed:</b>
<b>To whom it may concern,</b>				
<p><i>I hereby authorize the attending veterinarian to treat any of my pets as listed above and I accept full responsibility for all fees and charges incurred in the treatment of any of my pets. If you do not have a preferred vet I give permission for Paws &amp; Claws to take my pet(s) to their closest surgery.</i></p> <p><i>Paws &amp; Claws is authorized to transport my pet(s) to and from the veterinary clinic for treatment or request "on site" treatment if deemed necessary. If I cannot be reached in case of an emergency, Paws &amp; Claws shall act on my behalf to authorize any treatment excluding euthanasia.</i></p> <p><i>If no payment details are left with my vet, I authorised Paws &amp; Claws to spend up to \$....., I will leave my credit card details with Paws &amp; Claws.</i></p>				
<b>Paws &amp; Claws Signature;</b>			<b>Date;</b>	
<b>Owners Signature;</b>			<b>Date;</b>	

**Credit Card Details:**

<b>Card Type (circle)</b>	<b>Visa / Mastercard</b>
<b>Card Number</b>	
<b>Name on the Card</b>	
<b>Expiry Date</b>	
<b>CCV Number</b>	

*I hereby authorise Paws & Claws the use of my credit card for veterinary services for my Pet in my absence;*

**Signature**.....  
**Print Name** .....  
**Date**.....

# What to pack for your Pets Stay?

**Preparing for your pets stay is just as important as preparing for your time away. It is very important that they are comfortable and they stay as much in their routine as possible. Here are some things that we recommend you bring with your pet(s) when they stay overnight @ Paws & Claws.**

**Food:** We ask you to provide enough food for their stay, we can supply food but this is chargeable. We recommend that your pets stays on the regular diet as changing diet can be stressful and it is not good for their system to make a big change straight away, this should always be gradual when switching foods. Please complete the feeding schedule.

**Snacks:** If your pet is used to have snacks on a regular basis we also ask you to provide these and complete the information in the feeding schedule form. .

**Training Words:** When we are trying to in still good habits into your pet you generally have certain command words that you use when training them, like toilet time maybe **Toilet, Wee Wee, Poo Time, Outside** etc. or when feeding asking them to **Sit, Stay, Paw, Wait** etc. and so on. Please provide Paws & Claws with these commands so we can carry on with this whilst you're away and not confuse your pet with different commands. Please list your commands in the appropriate form.

**Bedtime:** Many of us are guilty of letting our pet(s) sleep with us (I know we are!) as you can imagine we can only fit so many in our bed and that's normally our own pets and each other :0) We advise you to bring you pets bed, crate (if required), blanket etc. so that they can feel like home and smell their smell. All pets sleep inside at Paws & Claws & no cages or kennels are used.

**Other Items:** You are more than welcome to bring with you whatever you think makes your pet comfortable, favourite toys, something that smells of you, pet clothing, etc. We do provide food, water bowls so it is up to you if you wish to bring your pets own bowl(s). Please bring your pet's leads, collars, harnesses etc.

**Exercise:** Your pets will get plenty of exercise when staying at Paws & Claws, playing with the Day Care pets all day. If you require extra exercise we can provide a walking service at an will an extra cost, please let us know if you require this and we will charge accordingly and work out a schedule similar to your pets regular one.

**Medications:** If your pet requires medications to be administered we include this in your service charge at no extra cost, we ask you to provide enough medication for your pets stay. We also ask you to fill out the information in the appropriate form, listing what the medication(s) are, how many times a day and how to administer. We need to know what the medications are just in case we run out or something happens to the medication, this way we can replace it.

**Grooming:** Paws & Claws offer a full Grooming Service, if you require one of our grooming services please book this with your stay and complete the Grooming Consent Form. If you have any special shampoo requirements either provide your shampoo etc. or we have regular, medicated & flea treatments available on request.

**Special Requirements:** If you have any special requirements that we haven't mentioned already please discuss this with us so we can plan accordingly to accommodate them.

**Note:** Paws and Claws do have bedding, leads, collars, bowls etc. that can be used if you do not wish to bring your pets items from home.

# Payment Terms/Options

*Paws & Claws require a deposit to secure your booking. 50% deposit of your total balance is required once you have accepted the quote given. A minimum deposit of 50% of the total cost of your service is due to secure the your booking the remaining 50% is to be paid and cleared 3 days prior to the service commencement .  
`See terms and conditions for cancellation policy.*

## Payment Options

### **Bank Transfer**

<b>Bank Name</b>	Suncorp
<b>Name of Account</b>	Asha Clarke
<b>BSB</b>	484-799
<b>Account Number</b>	071387049
<b>Payment Description</b>	Your Pets Name and Your last Name

### **Via Paypal**

<a href="http://www.paypal.com">www.paypal.com</a>	<a href="mailto:allpawsandclaws@outlook.com">allpawsandclaws@outlook.com</a>
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*Paws & Claws do accept Credit and Debit Cards. Credit card payments incur a 1.9% surcharge.*

*Cash – is also accepted*

# TERMS AND CONDITIONS

For the purposes of this contract the Pet Sitting Service and/or their representatives (Independent Contractor, or employees) will be referred to as **PAWS & CLAWS** and the Pet Owner will be referred to as **OWNER**. The parties herein agree to the following terms and conditions.

1. A minimum deposit of 50% of the total cost of your service is due to secure the your booking the remaining 50% is to be paid and cleared 3 days prior to the service commencement .
2. Refund & Cancellation Policy – If Owner plans to shorten their trip they must give Paws & Claws a minimum of 12 hours’ notice in order to receive a refund, the owner will pay for services completed plus the deposit. If Owner cancels their trip entirely Paws & Claws will keep the deposit paid.
3. If Owner plans to lengthen their trip they must call Paws & Claws a minimum of 12 hours in advance of the last service day in order to re-schedule. Owner agrees to pay all additional fees incurred promptly once extra stay has been confirmed.
4. Owner will inform their Veterinarian that a Pet Sitting Service will be caring for their pet(s) in their absence. If possible Owner will make arrangements to have Veterinarian reimbursed for any service necessary during their absence by leaving their credit card on file.
5. If a medical emergency arises for pet, Paws & Claws will make every effort to contact the Owner but if time is of the essence Owner authorizes Paws & Claws to seek medical services at the closest Veterinarian Hospital. Owner agrees to reimburse Paws & Claws for all services rendered by Veterinarian in accordance with Owners wishes as stated and signed in the “Veterinary Treatment Authorization” form.
6. In the unlikely event of illness or personal emergency to Paws & Claws Pet Sitter, Owner will authorize Paws & Claws to arrange for another qualified person to fulfil responsibilities as set forth in this contract. Owner will be notified in such a case.
7. It is the Owners responsibility to make sure all of their pet(s) are current on their vaccinations. Should Pet Sitter be bitten or otherwise injured by Owners pet(s), Owner agrees to pay all medical costs and lost wages incurred by Paws & Claws Pet Sitter due to such injury.
8. Owner is responsible for any injury caused to Pet Sitter or the general public by Owner’s pet(s) or condition of Owner’s premises.
9. In the event of inclement weather or natural disaster Paws & Claws will use their best judgment in caring for Owners pet(s) and home but cannot be held responsible for any damage to home or injury to pet arising from such.
10. If a problem arises such as a pipe rupture, flooding, earthquake, fire, break in, animal destroying fence etc., Paws & Claws will make every effort to contact Owner and follow their instructions. If Owner cannot be reached or immediate action is necessary for the health, safety and welfare of the pet(s), Owner authorizes Paws & Claws to make any repairs deemed necessary by Paws & Claws. The Owner agrees to reimburse Paws & Claws for all expenses incurred for repair of property and will hold Paws & Claws blameless for work done by other.
11. Owner is to notify Paws & Claws if anyone else has keys or access to Owner’s property other than Paws & Claws during the time the Paws & Claws is caring for Owner’s home and pet(s). Paws & Claws cannot be held liable for damage done to home and pet(s) by others with such access. In addition, Paws & Claws shall not be held liable for damage done by pet to either the interior or exterior of home when Pet Sitter is not there.

**Terms & Conditions continued....**

12. Paws & Claws is not liable for pets that are left outside at the request of the Owner at their home or may escape when Paws & Claws is not in attendance.

13. Owner shall, at Owners sole expense, defend Paws & Claws against any claim or demand, whether or not well founded arising from any act(s) of Owner's pet(s) or relation to Owner's property. Owner shall indemnify and hold Paws & Claws free and harmless from all cost, expenses and liabilities in connection with such claims or demands. These costs, expenses and liabilities include amounts paid in settlement before or after suit is commenced, attorney's fees and costs incurred by Paws & Claws in defending against such claims or demands.

14. Paws & Claws will provide the services stated herein in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, Owner expressly waives and relinquishes any and all claims against Paws & Claws except those arising from gross negligence or wilful misconduct on the part of Paws & Claws

15. Should any section, provision or portion of the contract be held to be invalid, illegal, void or unenforceable, then such section, provision or portion shall be deleted from this contract. The remainder of this contract shall continue in full force and effect.

16. This contract shall be interpreted and governed by the laws of the State in which it is signed. Each party will perform its obligations in accordance with all the applicable laws, rules and regulations of said State.

17. No term or provision of this contract shall be waived and no breach excused verbally. To be effective, each waiver or excuse shall be in writing and signed by the party who waived or excused.

18. Each waiver or excuse shall be independent of all other. Therefore, if a term or provision is waived or breach is excused, that waiver or excuse shall not waive any other term or provision or excuse any other breach.

19. In no event will Paws & Claws be liable to Owner for any damages, including, but not limited to any lost profits, lost savings or their incidental or consequential damages arising out of Owners use of Paws & Claws services, nor will Paws & Claws be liable for any claim by any third party, unless gross negligence or wilful misconduct is proven on the part of the Paws & Claws

20. Paws & Claws reserves the right to terminate this contract at any time before or during its term if Paws & Claws, in their sole discretion, determines that Owner's Pet(s) pose a danger to the health and/or safety of Pet Sitter or other pets. If this occurs Paws & Claws will notify the Owner immediately of the problem and determine whether Owner will return or if pet(s) will need to be placed in a kennel with all charges to be charged to the Owner.

23. Owner authorizes this signed contract to be valid approval for future services of any purposes provided by this contract permitting Paws & Claws to accept telephone reservations for service and to enter the premises without additional signed contracts or written authorization.

24. \_\_\_\_\_ By placing my initial here and signing this contract I am promising to read the Terms and Conditions in their entirety. If I have any questions about the above I will telephone the Paws & Claws before the Service is to begin.

\_\_\_\_\_  
(Pet Owner Print Name) (Date) (Pet Sitter Print Name) (Date)

\_\_\_\_\_  
(Pet Owner Signature) (Date) (Pet Sitter Signature) (Date)





# PAWS & CLAWS Pet Services

## Grooming Consent Form

### DUTY OF CARE

Under regulation requirements, we are obliged to implement a very comprehensive record-keeping system for each individual dog or cat in our care. Every visit, you will be asked to acknowledge the following:

- a) That we have made it known to you any adverse health or behavioural problems identified by our groomers
- b) That you are happy with the trim we have used. Any complaints must be submitted within seven days of your appointment.

### CLIENT CONSENT

<b>Owner Name:</b>				
<b>Home Phone:</b>		<b>Mobile:</b>	<b>Work:</b>	<b>Emergency Contact:</b>
<b>Address:</b>				<b>Post Code:</b>
<b>Pet Name:</b>		<b>Breed:</b>	<b>Colour:</b>	<b>Date of Birth/Age:</b>
<b>Pet Name:</b>		<b>Breed:</b>	<b>Colour:</b>	<b>Date of Birth/Age:</b>
<b>Vet Details:</b>				<b>Phone:</b>

Does your Pet have any health or behavioural issue our groomers should know about?

Please circle the appropriate answer.

1. Do you agree to inform us on each visit about any new problems or needs your pet has? **YES/NO**
2. Do you give us permission to obtain veterinary help in an emergency\*? **YES/NO**
3. Although we always groom your pet to the highest standard, do you give us permission to carry out coat/ear shaves on heavily matted fur if it is in the best interest of your pet? **YES/NO**
4. Do you give permission to bath your dog pet in flea shampoo if required; should we be unable to contact you by phone? **YES/NO**
5. We trim all dogs to the breed standard requirements when possible. If you ask us to trim against our advice, do you accept we cannot be held responsible if you are unhappy with the result? **YES/NO**

Please sign if you accept the above: \_\_\_\_\_ Date: \_\_\_\_\_

\*Note- vet bills will be at the clients' expense, with the exception of injury directly at fault of Paws & Claws

# Home Holiday Visits

When you go away it's not just you, your family & your pet you need to organise but you may also need house hold chores doing, like watering of plants, moving the lawns, pool cleaning or you want the place cleaning and smelling beautiful when you get home. Paws & Claws offer a Home Holiday Visiting Service where we can take care of everything as if you never went away, last thing you want to do is start moving those lawns and getting the pool cleaned again after a few weeks left alone. Customers feel comfortable that their place is Safe & Secure , Paws & Claws can visit you home to make it look like someone is there or just check in to make sure their hasn't been any disturbances.

Below there is a list of services please tick the box of the service you require and the frequency these services should be filled out, and we will create a tailor made package for you including your Pet Sitting Services.

\*Please fill out the Property information form as well page 10.

<b>Service</b>	<b>Tick which service you required</b>	<b>Frequency</b>	<b>AM-Time?</b>	<b>Midday Time?</b>	<b>PM Time?</b>
Watering of plants Outdoor					
Watering of plants Indoor					
Lawns Mowing					
Pool Cleaning					
Bins put out					
Curtains and Blinds closing and opening					
Lights on and off					
Property visit ( check all's ok)					
Feed other pets (all pets considered)					
House cleaning					
Gardening					
Waste removal					

*If you have services not listed above please add them below, so we can quote accordingly.*

<b>Other?</b>	<b>Tick which service you required</b>	<b>Frequency</b>	<b>AM-Time?</b>	<b>Midday Time?</b>	<b>PM Time?</b>

I give full access to Paws & Claws to my house to carry out the services I have requested.

Signed ..... Name ..... Date:.....

# House Visits/House Sitting, Property Information

Paws & Claws services also include House Visits where we can feed your pets at home & we can offer House Sitting service where we can stay at your home with your pets whilst you're away. In order to be able to make sure we can deal with any crisis in the unlikely event something should happen we ask you to fill out the below information.

Item	Specify Location	Anything we need to be aware off			
Water Shut of Valve					
Fire Extinguisher					
Gas Shut off Valve					
Electrical Panel					
Pool Filter					
Alarm code					
Security Gate code					
Spare House Key					
Cleaning Supplies					
Other Pets food (if needed)					
Shed Key (if needed)					

Paws & Claws as a duty of care will not share this information with anyone else outside of Paws & Claws.

Signed by Paws & Claws

Signed ..... Name:..... Date .....

\*Paws & Claws can provide a full Police Check Certificate, provided on request.