



## **New Client Packet**

**Howdy and thank you for choosing Reveille Run Pet Services!**

### **Instructions:**

Please print one copy of this packet, and complete using a pen. We will collect the signed documents during the initial consult or prior to our first sit.

### **This Packet Includes:**

- Legal Considerations (Sign and Return)
- Veterinary Instructions & Release (Sign and Return)
- Key Handling Agreement (Sign and Return)
- Client Information Form (Sign and Return)
- Pet Information Form (Sign and Return)
  - Complete one Pet Information Form for each pet, litter, or fish tank.
- Suggested Checklist for Pet Sitters

### **Have These Items Ready for the Initial Consultation:**

1. Your signed documents.
2. A key. We will provide a keychain.

**We appreciate your business and look forward to serving you and your pets for a very long time!**

**Sincerely,**

**Reveille Run Pet Services**  
**(979) 229-1331**  
info@reveillerunpets.com  
www.reveillerunpets.com



## Legal Considerations

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For 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.

- This agreement is valid from the date signed. Client authorizes this contract to be valid approval for services so as to permit Reveille Run Pet Services to accept all future telephone, online, mail or email reservations and enter Client's home without additional signed contracts or written authorizations.
- Client agrees to any future Reveille Run Pet Services' 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 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 must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter 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).
- A **signed Service Request** must be provided to your sitter before service is provided for any period.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. Reveille Run Pet Services will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- 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 collar 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, and will reimburse Reveille Run Pet Services 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 Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend Reveille Run Pet Services, in the event of a claim by any person injured by the Pet.
- 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". Reveille Run Pet Services will do everything within its power to see to your pets' safety/care should such events occur, but cannot guarantee it.
- Reveille Run Pet Services 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.
- Reveille Run Pet Services reserves the right to terminate this contract at any time if the Pet Sitter, 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 Sitter. If concerns prohibit the Pet Sitter 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.
- Reveille Run Pet Services is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, as outlined in the Veterinary Release Form.
- Reveille Run Pet Services is not responsible for damage to the home beyond the control of the Pet Sitter. 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 Reveille Run Pet Services within 14 days.

- Reveille Run Pet Services 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 Sitter. Reveille Run Pet Services agrees to remain fully insured through Mourer Foster, Inc., including a dishonesty bond covering fraudulent or dishonest acts committed by any employee. Reveille Run Pet Services 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.
- Reveille Run Pet Services 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. Reveille Run Pet Services 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 Sitter, they will be either on the Sitter's physical person, or be properly stored at an undisclosed location. Reveille Run Pet Services subscribes to property damage insurance through Mourer Foster, Inc. which covers the cost of lost keys and key lock replacements.
- Reveille Run Pet Services is not responsible for wilted, dead or otherwise unhealthy plants. We 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.***
- Client agrees to notify Reveille Run Pet Services of any concerns within 24 hours of return.
- There will be a **\$25 service charge** for each returned check.
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

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Client/Owner Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Veterinary Release Agreement

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In the event that any of my pets 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 Reveille Run Pet Services, I give permission to Reveille Run Pet Services to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on the Pet Information Disclosure form. If my preferred veterinarian is not available or the pet needs emergency medical services, I authorize Reveille Run Pet Services to seek veterinary service from Texas A&M's Small Animal Hospital.

I ask Reveille Run Pet Services to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$ \_\_\_\_\_ per pet (most common values are \$200, \$1,000, 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 Reveille Run Pet Services 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 Reveille Run Pet Services' care providers to use their best judgment in handling these situations, and I understand that Reveille Run Pet Services 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 of 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 additional necessary fees assessed by Reveille Run Pet Services for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Reveille Run Pet Services 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 dog and cat 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. In addition, if I choose to allow my pet(s) to stay at the home of any of Reveille Run Pet Services' care givers, I understand that I must also provide proof of current Bordetella (kennel cough) vaccine.

I agree to notify Reveille Run Pet Services of any signs of injury or possible illness before any visit as soon as the condition appears. Reveille Run Pet Services reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Reveille Run Pet Services strives to provide clean, safe service to each of its clients. In doing so, Reveille Run Pet Services strongly recommends that each pet 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 Reveille Run Pet Services cares for one or more of my pets. I understand that this agreement applies to all of the pets within Reveille Run Pet Services' 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.

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Client/Owner Name: \_\_\_\_\_

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



## Key Handling Agreement

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I have provided Reveille Run Pet Services with the following key(s) on date: \_\_\_\_\_  
(Please describe in detail, including the doors the keys will open).

Main Keys:

Backup Keys:

Do you have a house alarm? Yes No If yes, please provide the following:

Name of Alarm Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Alarm Deactivation Code: \_\_\_\_\_

Alarm Re-activation Code: \_\_\_\_\_

Location of Alarm Panel: \_\_\_\_\_

If applicable, what is your gate code? \_\_\_\_\_

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

Reveille Run Pet Services does / does not have my permission to make a copy of my key(s) for emergency / backup purposes at their discretion.

I understand that Reveille Run Pet Services 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 sitter.

Unless required service is a one-time or very infrequent request, my keys will be automatically retained by Reveille Run Pet Services at the end of each service period and stored in a secure location until the subsequent service request.

Reveille Run Pet Services has permission to provide my keys to any of its employees that will be providing me with pet sitting service.

### Key Returns

I understand that if I decide that I would prefer to have my key returned during the last visit of my service, I will leave a note on the first day of service. This note will include the message "**Pet Sitter - Leave Key on \_\_\_\_, the date and time of the last scheduled visit, and instructions on how to secure my home without the key.**" I understand that the pet sitter will not be able to access my house again after the pet sitter has left the key, including in the case of emergencies or delays in my return.

Reveille Run Pet Services is also willing to exchange keys via drop off or pick up at the fee of \$7.50 per visit. In order to avoid key charges, Reveille Run Pet Services recommends that the client provide keys during the initial consultation and allow us to retain the keys as long as services continue.

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Client/Owner Name: \_\_\_\_\_

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



## Client Information

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**Inquiry Date:** \_\_\_\_\_

**Inquiry Method:**    **Phone**    **Email**    **Other**

**Consultation Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Pet(s):** \_\_\_\_\_

**Address/Directions:** \_\_\_\_\_

**Phone:**            **Home** \_\_\_\_\_ **Cell** \_\_\_\_\_ **Work** \_\_\_\_\_

**Email:** \_\_\_\_\_

**How do you prefer to be contacted?**    **Home Phone**    **Cell Phone**    **Email**

**Best time to call?** \_\_\_\_\_

**Have you used a pet sitter before?**    **Y**    **N**

**Previous Sitter (Optional):** \_\_\_\_\_

**How did you hear about us** \_\_\_\_\_

**Were you referred by one of our current clients? If so, who?** \_\_\_\_\_

**Preferred Payment Method:**    **Check**    **Cash**

**Date(s) of First Potential Pet Sit?** \_\_\_\_\_

**Date(s) of Second Potential Pet Sit?** \_\_\_\_\_

**Emergency Contact 1:** \_\_\_\_\_ **Phone** \_\_\_\_\_ **Relationship** \_\_\_\_\_

**Emergency Contact 2:** \_\_\_\_\_ **Phone** \_\_\_\_\_ **Relationship** \_\_\_\_\_

**For Office Use Only:**

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**Status of Agreement:**            **Pending**            **Confirmed Client**



## Pet Information Disclosure

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Please complete one Pet Information Disclosure form per pet.

**Owner:**

Length of Time Owned:

Breed:

Physical Description (if similar to another):

**Pet Name:**

Pet Type: Dog / Cat / Other (Specify)

Sex: M/F    Declawed: Y/N    Neutered: Y/ N

Birth date:    Or Age:

Weight:    Or Size:

**Feed/Water/Med Instructions:**

Feed apart from other pets/supervise     Dispose of uneaten food     Remove food after \_\_\_\_ Min

<input type="checkbox"/> <b>Dry</b>	Brand: Location: Amount: Where to feed:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> <b>Wet</b>	Brand: Location: Amount: Where to feed:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> <b>Medication(s):</b>	Amt: Location: Hide In Treat:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> <b>Medication(s):</b>	Amt: Location: Hide In Treat:	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure:
<input type="checkbox"/> <b>Water</b>	<i>Water will be cleaned and filled frequently</i>	<input type="checkbox"/> Tap <input type="checkbox"/> Bottled <input type="checkbox"/> Filtered	Dish Location:  Water Location:
<input type="checkbox"/> <b>Treats</b>	Name: Amt: Location:	<b>Notes:</b>	

**Pet's Living Area:**

<input type="checkbox"/> NOT allowed outdoors at all <input type="checkbox"/> ONLY allowed outdoors on leash  <input type="checkbox"/> Turn out, invisible fenced yard with collar <input type="checkbox"/> Turn out, secure fence: _____ <input type="checkbox"/> Turn out, no fence, but doesn't leave yard  <input type="checkbox"/> NOT allowed indoors	<input type="checkbox"/> Allowed on furniture, counters, beds <input type="checkbox"/> Restrict pet area/crate only overnight <input type="checkbox"/> Restrict pet area/crate at all times  Restricted Area/Crate Location:  Other off-limit areas:
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**Owner:**

**Pet:**

**Emergency Care:**

*\*Placing Credit Card on file at vet's office is recommended*

Vet Name:

Pet Allergies:

Clinic Name:

Micro chipped? Yes No

Vaccinations (last updated):

Phone:

Heartworm test: Negative / Positive

**Pet Medical History:** (ongoing or reoccurring known illnesses/injuries, treatments & medications)

**Temperament/Personality:**

Pet Doesn't Like:

- |                                       |  |   |
|---------------------------------------|--|---|
| <input type="checkbox"/> Baths        | <input type="checkbox"/> Hot Days              | <input type="checkbox"/> Sharing Food Dishes                              |
| <input type="checkbox"/> Toenail Clip | <input type="checkbox"/> Rain / Snow / Cold    | <input type="checkbox"/> Loud Noise / Vacuum / Garbage Disposal / Thunder |
| <input type="checkbox"/> Massage      | <input type="checkbox"/> New Animals           | <input type="checkbox"/> All Humans                                       |
| <input type="checkbox"/> Touch Ears   | <input type="checkbox"/> Other family pets     | <input type="checkbox"/> Strangers  |
| <input type="checkbox"/> Sprays       | <input type="checkbox"/> People near food dish | <input type="checkbox"/> Other (specify)                                  |

Pet reacts to the above by:

Has Pet Ever:

Describe (even if mild, or under extreme/unusual situations)

- Attacked someone/bit someone
- Attacked another animal
- Injured self /escaped out of fear
- Injured self out of boredom
- Escaped from home,  
Where does he/she like to escape to?  
How can he/she be retrieved?

Commands: (Please circle commands pet knows and underline commands you are still working on):

Sit	No	Outside	Water	Potty	Bad	Bath	In the House
Stay	Down	Walk	Food	Who's Here	Good	Move	Ride
Come	Lay	Don't Pull	Treat	Back	Drop [it]	Come-on	
Heal	Out	Walk Nice	Cookie	Naughty	Don't Touch	Off	

Allowed to go for rides in sitter vehicle? Y / N      May play with sitter's personal pet(s) for socialization? Y / N

Favorite Games, Toys, and Activities:

Comments:

Client/Owner Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_