

Checklist



Questions?

MOXIESPETSERVICE@GMAIL.COM

(512) 656.2968



We know there's a lot to remember!

Here's a handy list to help you, help your pets.

- MAKE RESERVATION ONLINE: moxiespetservice.com/reservations

- COMPLETE INITIAL CONSULTATION
- COMPLETE CLIENT PROFILE
- COMPLETE PET PROFILE
- SIGN SERVICE CONTRACT

- LEAVE PET FOOD
- LEAVE A KEY
- LEAVE THE PAYMENT: moxiespetservice.com/payments, for options

- RELAX!

Client Profile



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Date

Name: _____

Street: _____

Zip: _____

Nearest Intersection: _____

Cell Phone: _____

Alternate Phone #1: _____

Alternate Phone #2: _____

Email: _____

Would you like to receive our email newsletter?

Yes No

Emergency Name: _____

Relationship: _____

City: _____

Cell Phone: _____

Alternate Phone: _____

Email: _____

- If possible provide a gate card or gate remote control unit for use by your pet sitter.

Security Company: _____

Phone: _____

Security System Location: _____

Security Code: _____

Word to cancel accidental alarm: _____

Number and location of mail key and box:

Location of trash and recycling bins?

When is your trash pickup day?

Alternate entrance or garage door code:

Preferred Vet: _____

Vet Address: _____

Vet Phone: _____

Instructions for indoor plants, lights, blinds, trash, mail, etc.:

Please list the names of any people who might be entering your home or property:

How did you hear about us? (referral, advertisement, APSO, NAPPS, BBB, Google search, or other - please be specific)

Locations

Leashes _____

Food and can opener _____

Treats (if allowed) _____

Litter box how many? _____

Litter supplies _____

Broom/Vacuum _____

Carrier(s) _____

Meds/Vitamins _____

Brushes _____

Paw towels _____

Breaker Box/Water Shut Off Valve _____

Fire extinguisher _____

Pet Profile



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Date

■ We ask many questions in order to be able to protect your pets, and other client's pets, as well as our own. Specific information allows us to personalize extra care and enables us to take any necessary preventative measures while providing for each of the pets in our care.

Client Name: _____

Pet 1 Name: _____ M F

Age: _____ Breed: _____

| Comments (size, personality, color, markings, fears) |
|--|
| |

Pet 2 Name: _____ M F

Age: _____ Breed: _____

| Comments (size, personality, color, markings, fears) |
|--|
| |

Pet 3 Name: _____ M F

Age: _____ Breed: _____

| Comments (size, personality, color, markings, fears) |
|--|
| |

| Physical problems to watch for |
|--------------------------------|
| |

| Medications and administration instructions: |
|--|
| |

Have any of these pets ever bitten anyone or acted aggressively: Yes No

| If yes, please explain: |
|-------------------------|
| |

| Your pet's favorite places to hide from people: |
|---|
| |

| Notes & comments: |
|-------------------|
| |

| | Brand/Type | Amount per feeding | How Mixed | Schedule | This food is stored ... | Other |
|--------|------------|--------------------|-----------|----------|-------------------------|-------|
| Food 1 | | | | | | |
| Food 2 | | | | | | |
| Food 3 | | | | | | |

Service Contract



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- 1. CLIENT AUTHORIZES MOXIE'S PET SERVICE** to enter client's home to provide the services listed herein, and/or written on any invoice, or as requested by client in any telephone conversation or text, email, or fax transmission.
- 2. ADDITIONAL PET CARE ASSISTANCE AND OTHER SCHEDULED SERVICES:** We all want our pets to have all the love and attention they deserve, but please be advised that if there are other persons entering and leaving your home, Moxie's Pet Service can not 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, repair persons, friends, family and neighbors. Moxie's Pet Service does not accept liability for other persons who will be in your home during pet care and health services.
- 3. UNFORESEEN PURCHASES:** Moxie's Pet Service will purchase pet food, litter, cleaning supplies or other necessary items that contribute to the health and well being of your pet while you are absent. We will retain a receipt and the pet owner is responsible for reimbursement of these items. In addition a \$10 trip fee will be charged to the pet owner.
- 4. PET WASTE:** Moxie's Pet Service will properly dispose of all pet waste. We do request that you provide plastic bags for this purpose and indicate where you would like these waste bags disposed.
- 5. FENCES:** Fenced in yards are wonderful playgrounds for our dogs and allow them additional space to exercise and play. However, no fence system is totally secure. Moxie's Pet Service does not accept responsibility or liability for any client's animals that escape or become lost or injured, fatal or otherwise, when instructed to leave the clients animals in a fenced in area. This includes electronic, wood, metal or any other type of fence.
- 6. LEASHES:** All dogs will be required to be on leash during outdoor walks.
- 7. ANIMAL BEHAVIOR:** Animals behavior can be unpredictable. Moxie's Pet Service does not accept responsibility or liability for animal behavior, normal or otherwise, which results in injury to the client's animals, and/or property, before, during or after scheduled visits. Further, if a Moxie's Pet Service provider is harmed or injured by the client's animals, the client/owner accepts full responsibility for the cost of any necessary medical attention required by either Moxie's Pet Service care provider or by the animals.
- 8. OTHER DOGS:** We will not permit your dogs to interact with strange dogs. If stray dogs that are off leash approach, we will do our best to keep interaction at a minimum and move away from them.
- 9. HOUSE CLEANLINESS:** Moxie's Pet Service will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If there are accidents above and beyond the normal amount anticipated, Moxie's Pet Service will charge a reasonable fee for clean up time.
- 10. THERMOSTATS:** Please leave your thermostat settings within a normal comfortable range (68-78°F). If the house temperature is outside of this range, Moxie's Pet Service will adjust the thermostat. This is to ensure the health and comfort of your pets during our time of service.
- 11. EARLY RETURNS/LAST MINUTE CHANGES:** It is not unusual for trip plans to change at the last minute. However, please understand that Moxie's Pet Service carefully schedules our time to service you and our other clients. If we show up and you have returned, but not notified, you will be charged for that visit. Remaining prepaid visits will credited at 50%.

CONTINUED ON NEXT PAGE

Service Contract



CONTINUED FROM PREVIOUS PAGE

12. CANCELLATIONS: Moxie's Pet Service requests the courtesy of a 24 HOUR notice prior to the date of the first visit.
*Applies to mid-day service as well.

13. HOLIDAY CANCELLATIONS: With the exception of severe weather, life threatening emergencies or a death in the family, any cancellations prior to a major holiday: (Christmas, New Years, Easter, Memorial Day, July 4th, Labor Day and Thanksgiving), WITH LESS THAN A FIVE DAY NOTICE will result in 25% of the total invoice or \$35 (whichever is greater) for scheduled pet care to be paid. We request your understanding that Holiday travel is a peak service time for pet care.

14. TERMINATION OF MID-DAY SERVICE: Please provide Moxie's Pet Service with a full week notice in the event mid-day service is no longer needed. If an one week notice is not provided, payment is due for the service originally agreed upon.

15. RETURNED CHECK CHARGES: There is a \$35 fee for all returned checks.

16. PAYMENT: Moxie's Pet Service accepts cash, checks and PayPal. PAYMENT IS DUE AT THE TIME OF OR PRIOR TO THE FIRST VISIT. Please make all checks payable to Moxie's Pet Service. There is an additional 2.5% administration fee for all PayPal transactions.

17. LATE PAYMENTS: PAYMENTS ARE CONSIDERED LATE IF NOT RECEIVED AT THE TIME OF THE FIRST VISIT. If you forget to pay, there is a 7 day grace period following the date of the last visit. After this time there is a \$10 late charge fee.

18. PRIVACY POLICY: All of your information will be kept private and confidential. Moxie's Pet Service highly respects our clients' entrusting us with the care of their home and their loving pets. We do recommend that you inform a trusted neighbor that while you are away, Moxie's Pet Service will be caring for your pets and your home.

19. THE RIGHT TO PRIVACY: "The constitution does not specifically mention a right to privacy. However, Supreme Court decisions over the years have established that the right to privacy is a basic human right, and as such is protected by virtue of the 9th Amendment." In addition, it is said that a right to privacy is inherent in many of the amendments in the Bill of Rights. Client must agree to reveal any source of recording devices in/on all parts of their premises. Moxie's Pet Service appreciates your disclosure regarding this matter.

_____ INITIAL

I, _____ have read, understand and agree to the policies found online at moxiespetservice.com/policies. Also,

I, _____ have read, understand and agree to the policies and guidelines of Moxie's Pet Service. I further understand that a copy of this form will be kept on file for documentary purposes. All policies and guidelines are subject to change at the discretion of Moxie's Pet Service.

Pet Owner Signature _____

Date _____

Moxie's Pet Service Signature _____

Date _____