



INITIAL CONSULTATION PRE-VISIT INSTRUCTIONS

The initial consultation visit is scheduled to last up to 30 minutes. The goal of this free in-home consultation visit is for both parties to meet, and for FSPS to meet and screen Client's pet(s). Please have all materials ready (completed service contract, 2 house keys, & payment) so that FSPS can use the time to become familiar with your pet(s) and home, and so that FSPS can stay on schedule for the pets under our care. During the initial consultation, Service Contract and policies will be reviewed, keys and payment will be collected, and Client will provide a "tour" of pet areas, location of food, etc.

It is important that the Client complete the requested pre-consultation visit list received by email at the time consultation visit is scheduled. **CLIENT MUST: 1.) Print, complete in full, and sign this Service Contract prior to consultation visit to have ready for FSPS; 2.) Have 2 house keys available for FSPS to keep on file; 3.) Have payment ready for first complete service period.**

PAYMENT POLICIES

FSPS requires all Clients to pay for pet sitting services in advance (excluding regular weekly mid-day dog walking Clients). FSPS accepts only debit or credit card payments. Clients will be sent a confirmation email on the Monday prior to the next week of any scheduled service. Upon receiving that confirmation email, Clients will have the opportunity to make any final changes, additions, or cancellations. Once services are confirmed, Clients will receive an invoice for the total due prompting them to pay the balance by Friday of the same week by 12pm(noon). Once payment is received, Clients will be sent a receipt and Sitters will be scheduled to complete all pet visits that have been requested, confirmed, and paid.

FSPS policy does not allow for refunds for confirmed services for any reason. This strict policy protects both the consumer and the business to ensure they are mutually committed to the transaction. To avoid losing balances, please make certain dates are firm before confirming services.

HOLIDAY BOOKING & DEPOSITS

Holidays are a very busy time for Pet Sitters across the country. We book up quickly. When cancellations occur we can lose large bookings and income for lengthy holiday periods.

Therefore, **FSPS requires a 50% non-refundable holiday deposit 30-days prior to any service that falls on or over major holidays as listed on the FSPS website.** This deposit will be credited to the Clients account. The remaining balance, including holiday fee(s), will be required upon receiving the official confirmation email.

FSPS requires a 75% non-refundable holiday deposit for any service that is scheduled less than 30-days prior to a major holiday that falls on or over the upcoming holiday as listed on the FSPS website. This deposit will be credited to the Clients account. The remaining balance, including holiday fee(s), will be required upon receiving the official confirmation email.

Before booking over a holiday please make certain your dates are firm to avoid losing your deposit.

FOUR SEASONS PET SERVICES, LLC SERVICE CONTRACT

Date: _____	Client ID #: _____
Pet Owner Name(s): _____	
Home Address: _____	
Primary Contact Name, Cell Phone #1: _____	
Secondary Contact Name, Cell Phone #2: _____	
Home Phone #: _____	Work Phone #: _____
Primary Contact, Email Address: _____	
Can you receive text messages on your cell phone? _____ Can you receive picture mail on your cell phone? _____	
In the event of pet or home emergency when you can't be reached, please list name and phone number of someone FSPTS can notify: (e.g. family member, neighbor, friend) _____	
In case of inclement weather or natural disaster prohibiting travel, is there a nearby neighbor Pet Sitter may call to check on your pets? _____	
Name, address, and phone number of family member, friend, or agency/organization who would take custody of your pet(s) in the event of a catastrophe or untoward circumstances preventing your return: _____ _____	

HOME CARE & SECURITY INFORMATION

Garage Keypad Access Code: _____ Is there a security system in place? _____

Security Company's Name: _____ Phone #: _____

When entering home, where is alarm keypad located? _____

Instructions to **disarm** alarm when entering: _____

Instructions to **arm** alarm when exiting: _____

Location of main water shut-off valve: _____

Location of breaker box/fuse box: _____

Location of thermostat/temperature controls inside home: _____

Location of vacuum: _____ Location of cleaning supplies: _____ Location of paper towels: _____

Name & phone number of preferred plumber, electrician, heating & air company (or Contractor) in the event of a home emergency:
(FSPTS will employ a reputable, bonded, insured company or Contractor if this section is left blank.)

PET CARE INFORMATION

Vet Clinic Preference: _____ Veterinarian Preference: _____

Vet Clinic Address: _____ Vet Clinic Phone #: _____

FSPS will use the University of MO Veterinary Teaching Hospital in the event of an after-hours emergency when your vet clinic cannot be reached. FSPS will also use the MU Veterinary Teaching Hospital if you do not list a preferred Veterinarian above.

DOGS:

Location of leashes/collars: _____

Where should Pet Sitter dispose of pet waste? _____

Do you have a secure fenced-in yard where pets can play outdoors without leashes? _____

Do you have an invisible fence? _____ Please provide invisible fence company name & phone # should fence malfunction while you are away: _____

Are dogs crated/kenneled when alone in the home? _____ Location of dog crates/kennels: _____

Are any areas of the home off limits? _____

While walking your pets, is there anything Pet Sitter should be aware of (i.e. pet(s) reaction to other pets, any physical limitations, neighborhood issues, unconfined dangerous dogs, areas to avoid, etc.)? _____

CATS:

Location of litter box(s) and waste disposal bags: _____

Where should Pet Sitter dispose of litter box waste? _____

Location of cat carrier(s)? _____ Location of cat brush, toys? _____

Are any areas of the home off limits? _____

ALL PETS:

Are you aware of ANY reason Pet Sitter should approach any of your pets with caution? _____

Has any of your pets ever bitten anyone, animal or human? _____ Are your pet's(s') vaccinations current? _____

Please list the following information for each of your pets: (*This information can also be very important in an emergency.*)

Name: _____ / _____ / _____ / _____
Sex: _____ / _____ / _____ / _____
Breed: _____ / _____ / _____ / _____
Color: _____ / _____ / _____ / _____
Spayed/Neutered? _____ / _____ / _____ / _____
Age: _____ / _____ / _____ / _____

Location of Pet Food (for cats & dogs): _____ LIST ANY FOOD ALLERGIES: _____

Location of any medications &/or supplements (for cats & dogs): _____

Please provide daily feeding instructions per pet below. Pets will receive fresh water AM and PM. (**Note:** "Type" defined as wet or dry pet food, &/or brand name.)

Pet Name: _____ / _____ / _____ / _____
AM type: _____ / _____ / _____ / _____
AM amount: _____ / _____ / _____ / _____
AM Supplements: _____ / _____ / _____ / _____
PM type: _____ / _____ / _____ / _____
PM amount: _____ / _____ / _____ / _____
PM Supplements: _____ / _____ / _____ / _____

List any medications per pet and when given. (Include insulin amount(s) and time of day typically given. If subcutaneous fluids are needed, please list that information here as well.): _____

Location of Pet Treats (cat & dog): _____ How many treats may be given daily, if any? _____

NOTE: FSPS does not offer outside treats for pets due to food allergies, diet restrictions, and insurance requirements.

COMPLIMENTARY SERVICES

Retrieve Mail? _____ Retrieve Newspaper? _____

Set out garbage &/or recycling? _____ Pick-up Day & Time of Day: _____ Location of receptacles: _____

Water indoor plants? _____ Instructions: _____

Water outdoor planters/flower garden? _____ Instructions: _____

N.B. If watering of vegetable gardens or large areas of plant and flower gardens is necessary, please note that your invoice will reflect a \$10 charge per day of watering requested. FSPS priority is pet care and companionship.

Feed Fish? _____ (**No exotic or salt-water fish.**) Location of fish food & specific instructions: _____

***FOUR SEASONS PET SERVICES WILL NOT SHARE RESPONSIBILITY FOR PET CARE SERVICES WITH ANY OTHER PARTY, including family members. If anyone has access to your home and pet(s) (for any reason) while pet-sitting job is being performed for the entire length of the confirmed service period, FSPS can assume no liability for any damages or losses to your home or pet(s).**

PLEASE READ ALL TERMS & CONDITIONS ON THE FOLLOWING PAGES BEFORE SIGNING THIS CONTRACT. PLEASE MAKE A COPY FOR YOUR PERSONAL RECORDS. THANK YOU.

TERMS & CONDITIONS

The parties herein agree as follows:

1. This contract will take effect upon signature by both Client and FSPS/Pet Sitter and will remain in effect until terminated by either party as provided below in number thirteen. Client may make reservations by email or phone for service at any time during the term of this contract, subject to Pet Sitter availability. All scheduled visits will be governed by all the terms of this contract. FSPS would appreciate as much advance notice as possible but will make every effort to accommodate all requests.
2. **Payment Policies & Holiday Booking/Deposits:** FSPS requires all Clients to pay for pet sitting services in advance (excluding regular monthly mid-day dog walking Clients). FSPS accepts only debit or credit card payments. Clients will be sent a confirmation email. Upon receiving that confirmation email, Clients will have the opportunity to make final changes, additions, or cancellations. Once services are confirmed, Clients will be sent an invoice and prompted to pay their total. Once payment is received, Clients will be sent a receipt and Sitters will be scheduled to complete all pet visits that have been requested, confirmed, and paid. FSPS does not allow for refunds for confirmed services for any reason. **Holiday Booking/Deposits:** A 50% non-refundable holiday deposit is required 30-days prior to any services that falls on or over major holidays as listed on the FSPS website. This deposit will be credited to the Clients account. The remaining balance, including holiday fee(s), will be required upon receiving the official confirmation email. A 75% non-refundable holiday deposit will be required for any service that is scheduled less than 30-days prior to a major holiday that falls on or over the upcoming holiday as listed on the FSPS website. This deposit will be credited to the Clients account. The remaining balance, including holiday fee(s), will be required upon receiving the official confirmation email.
3. In the event of inclement weather or natural disaster, FSPS/Pet Sitter is entrusted to use best judgment in caring for pet(s) and home. FSPS/Pet Sitter will be held harmless for consequences related to such decisions.
4. Client will not hold FSPS/Pet Sitter liable for any damages to furniture, flooring, window treatments, bedding, home décor, pet furniture including crates, leashes, collars, harnesses, dog clothing/jackets, pet toys, cat scratchers, any "people food" consumed or destroyed, indoor/outdoor plants, gardens, or yards in the event that pet damages or destroys them during Client's absence. Client must provide clear instructions on this contract for watering any plants or gardens. Client will not hold FSPS/Pet Sitter liable for lost indoor plants or outdoor plants/gardens/landscaping/trees.
5. FSPS/Pet Sitter agrees to provide the services stated in this contract in a reliable, caring, and trustworthy manner. In consideration of these services and as an express condition thereof, Client expressly waives and relinquishes any and all claims against said Pet Sitter/FSPS except those arising from negligence or willful misconduct on the part of Pet Sitter.
6. Client acknowledges that payment is required in advance and in full upon confirmation of services. Payment is non-refundable. FSPS does not allow for refunds for any reason once services are confirmed and paid. This strict policy protects both the consumer and the business to ensure they are mutually committed to the transaction. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees, court costs, and costs of collection.
7. In the event of personal emergency or illness of Pet Sitter, Client authorizes FSPS/Pet Sitter to arrange for another qualified person to fulfill responsibilities as set forth in this contract. Every attempt will be made to notify Client regarding such a situation.
8. **All pet vaccinations must be current.** Should Pet Sitter be bitten or otherwise exposed to any disease or ailment contracted from Client's animals, it will be the Client's responsibility to pay all medical costs and damages incurred by Sitter.
9. **Personal Injury.** Client assumes responsibility for injuries, ailments, and disabilities sustained by FSPS Sitters caused by Client's pet(s) &/or home, including but not limited to, bites, broken bones, severe scratches, mauls, deaths, as well as home hazards that result in injury, disability, or death. If Client misrepresents an animal's history of aggression, Client places FSPS Sitters at substantial risk and may be held liable for significant punitive damages. If FSPS Sitters take pet(s) off Client's premises, Client agrees to indemnify and hold

harmless FSPS for any injury or damage which may be caused to others by the actions of Client's pet(s), or to Client's pet(s) caused by the actions of other animal(s), including, but not limited to, loose or stray dogs.

10. FSPS is not liable for any charges, fines, or other damages resulting from a malfunction or unintended triggering of a security system or garage access wireless keypad. It is the Client's responsibility to check and recheck both house keys given to FSPS/Pet Sitter during the initial consultation visit. Should Pet Sitter arrive to find that keys do not work to gain entry to Client's home, Client expressly gives FSPS the authority to employ a locksmith to gain entry into Client's premises. It shall be the responsibility of the Client to reimburse FSPS for all costs incurred.
11. The utmost care will be given in watching both Client's pet(s) and Client's home. However, due to the extreme unpredictability of animals, FSPS cannot accept responsibility for any mishaps of an extraordinary or unusual nature (i.e. bitings, furniture damage, accidental death, etc.), or any complications in administering medications, shots, subcutaneous fluids, or application or ointment to the animal(s). Nor can FSPS be liable for injury, disappearance, or death of pet(s) with access to the outdoors or any fines incurred. This provision includes pets under FSPS care during Pet-Taxi pick-up, transport, and drop-off, as well as Leashed Park or Trail Outings.).
13. Four Seasons Pet Services, LLC and Client each may terminate this contract at any time by written notice to the other. FSPS/Pet Sitter will be entitled to payment for all services rendered until notice of termination is received, and for any transition services reasonably required to provide for the health and welfare of Client's pet(s). FSPS/Pet Sitter will not terminate during a period of scheduled service unless FSPS/Pet Sitter determines, in his/her sole discretion, that a danger exists to the health or safety of Pet Sitter. If such concerns preclude FSPS/Pet Sitter from providing further care of the pet, then Client authorizes pet to be placed in a kennel, with all charges therefrom to be charged to Client. Every attempt will be made to notify Client regarding such a situation.
14. **Severance and Choice of Law.** If any term, or terms, of this agreement is/are deemed invalid or illegal by a court of competent jurisdiction, that term shall not affect the validity of the remaining provisions of this Agreement. This Agreement shall be governed by the laws of the State of Missouri.

I have reviewed and understand this Service Contract in its entirety. The information I have provided is complete and accurate, and I agree to all its terms and conditions as set out above.

Client Signature

Date

Pet Sitter Signature

*Referred by: _____

