

MAKING THE MOST OF EACH VISIT

Client Reminder List

These are some items to have available for your pet sitter:

Can opener
Cleaning supplies
Newspapers
Pet food, treats
Medication
Container for plant watering
Walking leash
Broom and dust pan
Dust Buster or similar sweeper
Paper towels
Garbage bags
Litter and scoop
Utensils, extra set of bowls
Toys
Towel, in case of rain

Client Responsibilities

1. To make sure the office has a signed copy of your Contract for Services.
2. To advise your Veterinarian that Pampered Pets will be caring for your pet(s) in your absence and to give him/her our phone number. We will provide you with a Medical Authorization in case of emergency.
3. To have all your pet(s) inside your home on our first visit so we will know they are secure. Exceptions: dogs in fenced yards or outdoor cats.
4. Make sure your pet(s) wear identification.
5. To provide ample food, litter, cleaning equipment and other necessary supplies for the extent of the visit. Please have supplies visible.
6. To inform Pampered Pets if other people (friends, relatives, etc.) will be checking on your pet(s) or be inside the house.
7. To provide accurate information during the initial interview and subsequent visits concerning your pet's medical background and behavioral habits, including past aggressive behavior.
8. To call to confirm that you have arrived home. If we do not hear from you and have access to your home, we will return to care for your pet(s) and you will be charged accordingly.

9. In the rare event that extreme weather prevents a pet sitter from reaching your home, please arrange for a neighbor to have a copy of your house key and information on your pet(s).
10. Maintain a flea-free environment. We reserve the right to refuse service to any client whose home is infested with fleas.
11. If we are visiting after dark, provide an outdoor and indoor timer on lights so the pet sitter does not have to walk into a dark house.
12. 12. Take Pampered Pets and your pet sitter's phone number with you.
13. 13. Give yourself peace of mind knowing that Pampered Pets will take excellent care of your pet(s)!!
14. 14. Have Fun!

Pampered Pets Responsibilities

1. Follow the owner's directions for pet and home care and inform the owner if changes were necessary due to problems. We are not liable for any damage your pet may cause to your property or premises while following your instructions.
2. Provide pet sitters who are bonded, insured and trained.
3. Maintain cleanliness of pet areas and keep them in the condition in which we find them.
4. Monitor any medical changes in your pet(s), take them to the veterinarian if necessary and inform you of the problem.
5. Inform the owner of any medical emergencies with the pet(s) or problems with the home.
6. Give unconditional love to your pet(s) while you are away.