



Fur Get Me Not

Enrich. Play. Thrive.

# Pet Sitting Registration Packet



4140 S. Four Mile Run Dr, Arlington, VA 22206 703.933.1935 1722 Florida Ave, Washington DC 20009 202.319.7387

Welcome to Fur-Get Me Not!

We are pleased that you have chosen us to provide in-home care for your pets. Our mission is to provide the best quality pet care by treating our clients' pets as if they were our own. We have designed our services to **enrich** your pet's life as well as your own. We want to make caring for a pet easier and less stressful with our variety of pet care services. We want to enrich your pet's life by giving them top quality care, and by giving you opportunities to bond with them through our dog training classes or by simply giving them a bath.

We know pets also want to have fun. **Play** is an important element in a pet's life, whether it is at our daycare or at your house during a dog walk or pet sit. We strive to ensure your pet is always playing in a safe environment. Ultimately, we hope we can partner with you to help your pet **thrive** and have a high quality of life.

Enclosed is your Registration Packet for pet sitting and dog walking services. Please print a copy of this packet and complete all forms prior to your scheduled initial consultation. At the initial consultation, your pet sitter or dog walker will review the materials with you and answer any questions you may have.

This Registration Packet contains:

- Services and Pricing Guide – please sign and date
- Client Information Form – please fill out in its entirety
- Pet Information Form – please complete one form for each pet in the household
- Key Handling Form – please sign and date
- Vet Authorization Form – please sign and date
- Service Contract – please sign and date
- Credit Card Authorization Form – this form is optional for credit card processing
- Dog Walking Membership Enrollment Form (either VIP or Premier) – this form is required if you are enrolling in either of our dog walking membership programs. Please read carefully for eligibility.
- Apartment Authorization Form – this form is required if you live in an apartment building
- Pet Sitting Overnight Form – this form is required if you are using our Overnight service

In addition, please have two copies of your house keys ready to provide to your sitter. One copy will remain with your sitter while the second copy is securely stored in our office for backup emergency purposes. If you live in an apartment complex, please also provide the sitter with a key pass to enter and exit your building.

We want to ensure your initial consultation goes smoothly and that your experience with Fur-Get Me Not is a positive one. On the day of your initial consultation, the sitter will provide you with a folder that contains other helpful tips as well as information on our other services.

Please feel free to contact us if you have feedback, questions or concerns. I can be reached by email at [petsit@furgetmenot.com](mailto:petsit@furgetmenot.com) or by calling 703-229-0163.

Sincerely,  
Bill Pemberton  
General Manager, Field Operations



## Dog Walking & Pet Sitting Services and Pricing Guide

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**Initial Consultation (\$20)** – Registration fee that covers initial meeting and interview with your sitter. This is a one-time charge unless you move, and then another meeting is required to obtain new keys and paperwork (see Update Fee).

**Update Fee (\$10)** – When an existing client moves to a new residence, gets new keys or does not provide the keys at the initial consultation, adds a new pet to the household, or requests an optional meeting with a new or substitute sitter.

**Midday Dog Walks (\$20)** – Standard 25 minute visit between 10am-4pm with a guaranteed two-hour window. Reduced rates are offered through our VIP and Premier memberships for any client who receives at least 16 walks/month. An Extra Pet Fee is applied for each additional dog. An Extra 10 Minute Fee is applied to increase the length of the visit.

**VIP Membership \*** – Clients who use our dog walking service daily M-F are eligible. Cost is \$378/month for an \$18/walk rate or 10% savings. Additional pet packages are \$63 and extra 10-minute packages are \$80. Add-on walks beyond what the VIP Membership provides will be charged the \$18/walk rate, \$5 extra 10 minute fee, or \$3 extra pet fee.

**Premier Membership \*** – Clients who use our dog walking service for at least 16 walks a month are eligible. Cost is \$304/month for a \$19/walk rate or 5% savings. Add-on walks beyond what the Premier Membership provides will be charged the \$19/walk rate, \$5 extra 10 minute fee, or \$3 extra pet fee.

**Pet Sitting (\$21)** – Standard 30 minute visit before 10am and/or after 4pm. An Extra Pet Fee is applied for each additional pet. An Extra 10 Minute Fee is applied to increase the length of the visit.

**Overnight Visits (\$75)** – An employee will stay in your home overnight. Please indicate your preference when making the reservation. **Option A:** Sitter conducts a 30 minute PM pet sit between 5pm-7pm and returns to the house at 10pm to spend the night. **Option B:** Sitter arrives at 8pm to spend the night, walking and feeding upon arrival. Both options include another walk/potty break before bedtime and a walk and feed in the morning before the sitter leaves for the day.

**Pet Taxi (\$20)** – Cost is each way within a 5-mile radius of our dog daycare. **Additional \$1 per mile fee is applied if outside the 5-mile radius.** Vet appointments are then additionally charged as pet sits for each 30-minute block of time.

**Extra Pet Fee (\$3)** – Applied per visit for each additional pet in the home in which we are providing care.

**Extra 10 Minute Fee (\$5)** – This option allows you to increase the length of the visit in 10-minute increments.

**Holiday Surcharge (\$10 per visit)** – A non-refundable surcharge that is applied per visit to any midday walk or pet sitting service scheduled during holiday times.

2015 Holidays - Jan. 1, Feb. 14 - 16, May 23 - 25, July 3 - 5, Sept. 5 - 7, Oct. 10 - 12, Nov. 26 - 29, Dec. 24- 27, Dec. 31

**Misc. Billing Fees:** Late Payment Fee (\$20), Returned Check Fee (\$20)

**Cancellation Policy:** Midday dog walking cancellations must be received by 5pm the business day prior to scheduled service, otherwise full fees apply. Pet Sitting & Pet Taxi cancellations require 24-hour notice to guarantee you are not charged for the visit.

### **NOTE ABOUT TIPPING:**

If you were provided with great service, it is appropriate to tip your dog walker or pet sitter 10% of the total bill. This is a suggested guide only and not required. You may include the additional amount in your check or credit card payment and we will pass the surplus along to your sitter with your compliments.

**Client Signature** \_\_\_\_\_ **Printed Name** \_\_\_\_\_ **Date** \_\_\_\_\_

\* To participate in monthly dog walking memberships, you will need to first enroll in the program by completing a membership contract. You will then be billed in advance on the first of every month for service in that month. Members are allotted a 10 day annual vacation allowance which can be used to credit any three consecutive walks in a given a month.



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It is important that you provide all of the information below so that we have the correct contact information on file. Please note Fur-Get Me Not uses email to send invoices and confirmation of reservations or cancellations. Please be sure to provide a valid email address. If any of the information below changes, please contact our office so we may update your records.

**Primary Owner**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

**Which phone number is best to contact you during business hours?**

**Secondary Owner \*\*\*Authorized to schedule service & make decisions regarding the care of your pet\*\*\***

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

**Emergency Contact \*\*\*In the event that the Primary or Secondary contacts are unreachable\*\*\***

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Home/Work/Cell \_\_\_\_\_

**How did you hear about Fur-Get Me Not?**



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**\*\*More than one pet? Please complete the next two pages for each pet in your household\*\***

Name of Pet \_\_\_\_\_ Type (e.g. cat, dog) \_\_\_\_\_

Breed/Description \_\_\_\_\_ Birthday/Age \_\_\_\_\_

Sex M / F      Spay/Neuter Y / N      Estimated Weight \_\_\_\_\_

Feeding Instructions	Medication Instructions
<u>Allergies?</u>	<u>Health Issues (Past or Current)?</u>
<u>Morning</u>	<u>Morning</u>
<u>Midday</u>	<u>Midday</u>
<u>Evening</u>	<u>Evening</u>

**Behavior Information**

1. Has your pet ever bitten a person or another animal? Y / N  
If yes, please describe in detail.
  
2. Please describe your pet's behavior towards new people.
  
3. Has your dog had any formal training? If so, what type?



4. Does your pet know any cues that you would like us to use out on walks? Please describe.
5. Please describe your pet's behavior around food and water dishes, toys and bones.
6. How would you describe your dog's personality?

### **General Instructions**

1. Best places to park? Are parking passes or permits needed?
2. Where will your pet be when the sitter arrives (crated in bedroom free roam of the house, in kitchen)? Any places in your home where your pet may hide?
3. Where should the sitter leave your pet at the end of their visit?
4. Location of leashes, litter boxes, carriers, etc
5. Location of food and treats
6. Location of cleaning supplies
7. Location of trash for pet waste
8. Do you have specific instructions for walking in extreme weather (heat, cold, rain, snow)? Please describe.



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**Additional Instructions for Midday Dog Walking Clients Only**

1. In the event of a last minute emergency and your primary sitter cannot conduct the visit, do you prefer we skip the visit but notify you or send a sub and notify you so that there is no interruption to service?

**Skip but notify me** \_\_\_\_\_

**Send sub and notify me** \_\_\_\_\_

**Other** \_\_\_\_\_

2. Please select a 2-hour time preference. This is the timeframe your dog walker will arrive to your home.

**10-12 11-1 12-2 1-3 2-4 anytime between 10-4**

3. Please circle the days of the week that you would like weekly service.

**Mon Tue Wed Thu Fri or occasional service (I will make a reservation each week)**

4. I would like midday service to begin on (DATE) \_\_\_\_\_

**Please provide any additional instructions that you would like to pass on to your dog walker.**



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At your initial consultation, please provide your sitter with 2 sets of keys. One set will be for your sitter and the other will be kept securely in our office for emergency purposes. **The additional set of keys ensures your pet receives uninterrupted care in the event your primary sitter has an emergency or is locked out of your home.** If you live in an apartment complex, please also provide the sitter with a key pass to enter and exit your building.

**I have provided Fur-Get Me Not with the following:**

- **Number of keys and doors they open:**
  
- **Home security system information**
  - Where is the security system keypad located?
  - Alarm code + any additional keys to enter before or after the code:
  - How long does sitter have before the alarm is triggered?
  
- **Describe any special instructions that are helpful for someone who has never accessed your home (such as door sticks, never lock deadbolt, hide-a-key location, or security card to access your building).**
  
- **If apartment building, and sitter will need concierge assistance for access, what are concierge hours?**

**I furthermore agree to and understand the following:**

- Fur-Get Me Not does not make backups of client keys.
- Fur-Get Me Not has permission to provide my keys to any employee that will be conducting services.
- If client supplies only one key, Fur-Get Me Not cannot respond to emergency situations in a timely manner. Client understands the risk that their pet may not be cared for as scheduled.
- Client further understands that if the services of a locksmith are required in order to access your home, client is responsible for all locksmith charges and any additional time the sitter is required to wait at the home until locksmith arrives.
- Client keys will automatically be retained on file, at the end of service. If client requests keys to be returned, client may pickup keys from our office at no charge during normal business hours.
- If client wishes to supply Fur-Get Me Not with new keys, client may drop keys off at our office at no charge. However, if client requests that a sitter come to their home to pickup new keys, client will incur a \$10 key handling fee.
- If client has no service activity for a period of 12 consecutive months, the client's file will become inactive and Fur-Get Me Not will dispose of client's key

Printed Name \_\_\_\_\_ Client Signature \_\_\_\_\_ Date \_\_\_\_\_





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Vet Authorization Form

**Vet Information and Release Form**

Name of Vet / Clinic \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

This facility offers emergency service after regular hours: Y / N

**Name of After Hours Facility, if different than above** \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

I understand that in the event of an emergency, Fur-Get Me Not will make every attempt to contact me. In the event that I cannot be reached, I authorize the following:

In the event of illness or injury, I authorize Fur-Get Me Not to seek appropriate medical treatment for my pet. I understand that every effort will be made to take my pet to the vet clinic specified on the emergency form if the situation permits however; Fur-Get Me Not has the authority to seek treatment at any veterinary clinic.

Furthermore, I agree to reimburse Fur-Get Me Not within 14 days of incident for veterinary fees and all related costs including transportation in any amount up to \$\_\_\_\_\_ **(please specify dollar amount per pet. Common amounts are \$200, \$1000, or unlimited).**

This release does not expire and will remain valid for all future Fur-Get Me Not services.

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

Printed Name \_\_\_\_\_



Pet Sitting & Dog Walking  
Service Agreement

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Client desires to engage Fur-Get Me Not Pet Care, LLC, its employees, members, agents and representatives ("Fur-Get Me Not") to obtain the care and services provided by Fur-Get Me Not (the "Services") for Client's pet(s) (the "Pets"), and Fur-Get Me Not agrees to provide Services in accordance with the terms and conditions of this Service Agreement (the "Agreement").

In consideration of the following terms and conditions, and other good and valuable consideration hereby acknowledged by the parties hereto, Client and Fur-Get Me Not agree as follows:

1. Client authorizes and engages Fur-Get Me Not to perform the Services as set forth herein and in the price sheet provided to Client (the "Price Sheet") for the time period(s) as requested by Client ("Scheduled Period"). During any Scheduled Period, fees for Services will be calculated pursuant to the Price Sheet, which may be modified from time-to-time by Fur-Get Me Not in its sole discretion. If Client determines that any Services scheduled during the Scheduled Period are no longer required, Client must notify Fur-Get Me Not promptly, and in no event less than the period of time specified in the Price Sheet to avoid being charged for any such Services.

2. In the event of an emergency (e.g., injured pets, severe weather, broken pipes, natural disaster, fire, etc.), Fur-Get Me Not is hereby authorized to take all measures deemed necessary or advisable by Fur-Get Me Not in its sole and absolute discretion in caring for Pets and Client's property (including without limitation emergency veterinary care for Pets and emergency repair services for Client's home) and Client agrees to defend, indemnify and hold harmless Fur-Get Me Not, its respective employees, members, agents and affiliates from all liabilities, claims and expenses, including reasonable attorneys fees, that arise from or relate to such decisions. In the event of such an emergency, Client shall immediately reimburse Fur-Get Me Not for expenses incurred, plus any additional fees or expenses for attending to such an emergency. Furthermore, Client is responsible for providing keys to access their home or building. Any locksmith fees incurred as a result of providing faulty keys is the financial responsibility of the Client.

3. Client shall promptly pay all invoices from Fur-Get Me Not and may be required to pay certain fees in advance as determined by Fur-Get Me Not. Late fees, handling fees for returned checks and other fees shall be payable as set forth in the Price Sheet. Client shall pay interest charges at the lesser rate of one and one-half percent (1.5%) per month or the maximum rate permitted by law on past due invoices. Client will be responsible for all costs and fees associated with collection proceedings, including attorneys' fees, for all amounts more than forty-five (45) days past due.

4. Client represents and warrants that Pets are currently vaccinated in accordance with all local and state laws and regulations. Client agrees to indemnify, defend and hold harmless Fur-Get Me Not, its respective employees, members, agents and affiliates from all liabilities, claims and expenses, including reasonable attorneys fees, that arise from or relate to Pets' behavior, including without limitation property damage, personal injury or death caused by Pets.

5. FUR-GET ME NOT PROVIDES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES AND DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN CONSIDERATION OF THE SERVICES AND AS AN EXPRESS CONDITION THEREOF, THE CLIENT EXPRESSLY WAIVES AND RELINQUISHES ANY AND ALL CLAIMS AND LIABILITIES OF ANY KIND AGAINST FUR-GET ME NOT ARISING FROM OR RELATING TO THE SERVICES OR THIS AGREEMENT, EXCEPT THOSE ARISING FROM THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF FUR-GET ME NOT. WITHOUT LIMITING THE FOREGOING, IN NO EVENT SHALL FUR-GET ME NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THIS AGREEMENT, EVEN IF FUR-GET ME NOT HAS BEEN INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES; IN NO EVENT SHALL FUR-GET ME NOT'S TOTAL AND AGGREGATE LIABILITY HEREUNDER EXCEED THE AMOUNT PAID BY CLIENT TO FUR-GET ME NOT HEREUNDER.

6. Either party may terminate this Agreement at any time for any reason or no reason by providing the other party with notice of such termination. This Agreement constitutes the entire agreement between the parties in connection with the subject matter hereof and supersedes all prior and contemporaneous agreements, understandings, negotiations and discussions between the parties, whether oral or written. The validity, construction and performance of this Agreement shall be governed by and construed in accordance with the substantive law of the Commonwealth of Virginia, without regard to conflicts of law provisions. If any provision of this Agreement or the application of any such provision shall be held to be contrary to law, the remaining provisions of this Agreement shall remain in full force and effect to the maximum extent permissible.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

Client Signature \_\_\_\_\_

Printed Name \_\_\_\_\_ Date \_\_\_\_\_



Fur-Get Me Not

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### Credit Card Authorization

I authorize Fur-Get Me Not to automatically charge the credit card, listed below, as payment for invoices for any and all future Fur-Get Me Not services. I understand that Fur-Get Me Not will provide me with an invoice either by US Mail or email disclosing the amount of charges.

#### Client Information

Name (as it appears on the card) \_\_\_\_\_

Billing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_

Contact Number \_\_\_\_\_ work / cell / home (please circle)

Email Address \_\_\_\_\_

#### Credit Card Information

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

VCode \_\_\_\_\_ (3 digit code on back of card)

Visa / MasterCard / Discover (please circle)

*\*Note: we do not take AMEX*

*I understand that this information will be retained on file for any future invoice charges. If you would like to change your credit card information, you will need to submit a new form to our office.*

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

Printed Name \_\_\_\_\_

**Please return with your registration packet or FAX to 703-933-1938.**

**Questions?** email our accounting department at [billing@furgetmenot.com](mailto:billing@furgetmenot.com) or call 703-229-0166.



Dog Walking Membership Form

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Thank you for your interest in our Dog Walking Membership Program. Membership allows you to prepay for dog walks at a flat, discounted rate. The details of the program are as follows:

- Membership covers maximum of 1 midday dog walk per day, Monday through Friday during the hours of 10am-4pm. Additional dog walks, pet sits, weekend visits, holiday surcharges, extra pets, and extra time, will be billed separately.
Membership begins on the first of the month and ends on the last day of the month. There are no refunds if you cancel a walk.
Fur-Get Me Not does not conduct midday dog walks on official company holidays (see website for listing). The exclusion of these walks has already been included in the discounted rates. We will not refund for holidays.
Client must have a valid credit card on file and approve us to auto-charge the full membership rate on the first of each month.
Membership will automatically renew each month. All enrollments and/or cancellations must be received by the 25th of the month prior to membership.
Membership includes a vacation allowance that allows for scheduled vacation time to be credited towards your next month's reservation.

Table with 2 columns: VIP Membership and Premier Membership. Rows include monthly rates, rates for additional dogs, and rates for additional 10 minutes, with footnotes on savings.

Membership Authorization

I authorize Fur-Get Me Not to automatically charge the credit card, listed below, on the 1st of each month, at the agreed upon membership rate. I understand my membership in this program will automatically renew each month.

I would like to sign up for (please select one option): [ ] VIP Membership [ ] Premier Membership

Name \_\_\_\_\_ Home Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Credit Card Type (please circle): Visa MasterCard

Account Number \_\_\_\_\_ Expires \_\_\_\_\_ Security Code \_\_\_\_\_

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

Please FAX to 703-933-1938 or email billing@furgetmenot.com for questions. I understand that if I wish to cancel this program, I must submit cancellation notice in writing by the 25th prior to the start of the following month's program.



**For 24-Hour Concierge Staff**  
**\*\*\*\*\*Please print and provide a copy to your 24-hour concierge desk\*\*\*\*\***  
**FGMN will also retain a copy on file at our office**

I, \_\_\_\_\_ reside in Apartment Complex Name \_\_\_\_\_  
Apartment # \_\_\_\_\_ .

I hereby give authorization for a Fur-Get Me Not representative to be allowed entrance into our building to care for my pet. The Fur-Get Me Not employee will have a business card for proof of identification. They already have the keys to my unit.

Property Management has been apprised of this request. There is also a copy of my service contract and this authorization form on file at Fur-Get Me Not's office.

**Please keep this copy at your 24-hour concierge desk.**

Thank you.

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
2<sup>nd</sup> Tenant Signature



**To give you the best overnight service, we require the information listed below before you schedule service. This will allow us to provide detailed instructions to the sitter on the care of your pets and the use of your house while you are away. Please provide any additional comments or "house rules" as you see apply. This information can be sent via email, or you can fill out this form and provide to your sitter or fax it to us at 703-933-1938.**

What type of overnight do you prefer to have scheduled? Option A, where a sitter does a PM petsit in the early evening and then returns at 10pm to stay over, or Option B, where a sitter arrives at 8pm and stays straight through? If you are flexible or have no preference please indicate that as well.

Where would you like the pet sitter to sleep?

Where would you like the pets to remain overnight?

Are there any rooms that are off limits to the pets?

Please verify feeding instructions including location of food in the house.

It is important to ensure you provide enough food for the days you will be away, but in case the food was to run out please tell us the brand of food your pet(s) eat and where it can be purchased.

If applicable please verify medications names and instructions.

Do you want the pet sitter to answer your phone in case someone calls?

Please provide an emergency contact (name and phone number) the sitter can call if necessary. Does this person have a key to your home?

Will anyone else have access to enter your home while you are away? If so, please give their name and phone number. Will they be participating in the care of the pets?

Do you have a house alarm? Please provide detailed instructions if you would like it set.

What vehicles will be on premises? If applicable, can your sitter use your parking pad, garage or driveway to park their own car?

Is the pet sitter authorized to use appliances/facilities? (TV, computer, dishwasher, washer/dryer, microwave, stove/oven, shower, etc?)

In case of an emergency where is the fuse box located? Where is the main water shut-off?

Additional comments: