



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. We believe in fair, open, and honest business practices. We believe when someone else is caring for your pet, they should provide the same quality of care as if you were doing it yourself. We work hard to build long-lasting relationships with you and your pets. Our team wants to really get to know your pet so we can partner with you to help them thrive. Our services are broad yet flexible, convenient, and can be combined in different ways to meet your specific pet care needs.

Whether you work or travel, have a new puppy, a high-energy dog or a playful kitten, experiencing behavior challenges with your dog or have a shy cat, we do it all. We can come to your home for pet sitting, dog walking, or dog training. Or you can bring your dog to us for dog daycare, dog boarding, dog training or DIY dog wash.

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 initial consultation. The initial consultation will take approximately 30 minutes. During this time, our employee will walk through your pet care instructions you have documented in the registration packet.

This Registration Packet contains:

- Client Information Form
- 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 OR Dog Walking Membership Form – for credit card processing and/or monthly dog walking enrollment
- 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.

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

Sincerely,
Bill Pemberton
General Manager, Field Operations



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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.



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. If client supplies only one key, Fur-Get Me Not cannot respond to emergency situations in a timely manner. Client understands this risk.
- Fur-Get Me Not has permission to provide my keys to any employee conducting services.
- Client understands if the services of a locksmith are required, client is responsible for locksmith charges and any additional time the sitter spends waiting at the home until locksmith arrives.
- Client keys will automatically be retained on file, at the end of service 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
- 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.

Printed Name _____

Client Signature _____ Date _____



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 _____



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 _____



Credit Card Authorization
OR Dog Walking Membership

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If you are signing up for our monthly dog walking VIP, Premier, or Puppy/Senior memberships, please complete the [Dog Walking Membership form](#).

For recurring dog walking or pet sitting reservations, it is helpful to have a card on file to expedite your reservations. Please complete the [Credit Card Authorization form](#).

All bills will be emailed. To learn more about our billing process, questions about tipping sitters, etc, please visit our [Frequently Asked Questions](#) on our website.

For all billing related questions, email billing@furgetmenot.com or call 703-229-0166.



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

2nd 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: