



## In-Home Pet Care Client Registration

(Rev. 3/11)

- Name: \_\_\_\_\_
- Street Address/City/State/Zip: \_\_\_\_\_
- Mailing Address/City/State/Zip: \_\_\_\_\_
- Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_
- Cell Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_
- Other Phone #'s: \_\_\_\_\_
- e-Mail address: \_\_\_\_\_
- e-Mail address: \_\_\_\_\_

- **Who can act on your behalf in case of an Emergency:**

ER Contact # 1 (Name and phone numbers): \_\_\_\_\_

Do they have access to your home? \_\_\_\_\_ Are they familiar with your pets? \_\_\_\_\_

ER Contact # 2 (Name and phone numbers): \_\_\_\_\_

Do they have access to your home? \_\_\_\_\_ Are they familiar with your pets? \_\_\_\_\_

- **Severe Emergency Plan:** In the event of a very severe weather event, extended power outage, or other emergency, up to and including the need for your pets be removed from your home, please provide any instructions to help us act according to your wishes. (Depending on the situation, we will take immediate action in the best interest of the pets, and make every effort to contact you as soon as possible before, during, or after any event, if possible.)

\_\_\_\_\_  
\_\_\_\_\_

- **Security System:**

Name & phone # of Security System: \_\_\_\_\_

Alarm deactivation Code: \_\_\_\_\_

Alarm deactivation Code: \_\_\_\_\_

Security System Instructions: \_\_\_\_\_

\_\_\_\_\_

● Other Key Holder 1 (Name/address/ phone #): \_\_\_\_\_

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Other Key Holder 2 (Name/address/ phone #): \_\_\_\_\_

● Other expected visitors during your absence? (cleaning service, etc) If so, who? (please ask them to carry ID) \_\_\_\_\_

● Who should we contact for a major house problem?

Plumber: \_\_\_\_\_

Electrician: \_\_\_\_\_

Other: \_\_\_\_\_

Family/Friend: \_\_\_\_\_

● House Restrictions: (please indicate areas to the home or property that are restricted access to us, or other pet restrictions such as no pets on the beds or couches, etc):

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● Additional Services Requested

● Water Plants \_\_\_\_\_ Bring in mail/newspapers \_\_\_\_\_ Other: \_\_\_\_\_

**Pet Profile for pet #:** \_\_\_\_\_

*(please print a separate form for each additional pet)*

● Name: \_\_\_\_\_ Age/DOB: \_\_\_\_\_

Dog \_\_\_\_\_ Cat \_\_\_\_\_ Other: \_\_\_\_\_ Weight: \_\_\_\_\_ lbs

Male \_\_\_\_\_ Neutered \_\_\_\_\_ Female \_\_\_\_\_ Spayed \_\_\_\_\_

Breed: \_\_\_\_\_ Color: \_\_\_\_\_

Microchip: Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, Microchip #: \_\_\_\_\_

● Veterinarian (Name/Address/Phone #): \_\_\_\_\_  
\_\_\_\_\_

Your Veterinarian's after hours Emergency Phone #: \_\_\_\_\_

Alternate Veterinarian (Name/Address/Phone #): \_\_\_\_\_  
\_\_\_\_\_

● Feeding Instructions: (type/amount/frequency): \_\_\_\_\_  
\_\_\_\_\_

Treat Instructions: (type/amount/frequency): \_\_\_\_\_

● Medication or Vitamins

1) Name of Medication & purpose: \_\_\_\_\_

Dosage & dates & time required: \_\_\_\_\_

2) Name of Medication & purpose: \_\_\_\_\_

Dosage & dates & time required: \_\_\_\_\_

3) Name of Medication & purpose: \_\_\_\_\_

Dosage & dates & time required: \_\_\_\_\_

● Special handling (aggression, food aggression, object guarding, medical conditions, fears, etc)  
\_\_\_\_\_

● This pet loves: \_\_\_\_\_

● This pet hates: \_\_\_\_\_



## In-Home Pet Care Policies

(Rev. 3/11)

- **Complementary Initial Consultation**

This visit allows us to meet and become familiar with you, your pet(s), and home, and provide information about our services and policies. We will also request 2 copies of your house key at this time. There is no fee for the Initial Consultation visit, however, additional visits requested by the Client will be invoiced at an agreed upon rate. While getting acquainted with your pet during this visit, if we notice your pet growl, or snap, please understand that we may deny service, for everyone's safety and comfort. We also reserve the right to not accept an assignment of service for any reason. Please have a list of your questions available so that we can ease any concerns you may have prior to your travel dates.

- **In-Home Pet Visits & Mid Day Pet Walking Services**

Each visit to your home to care for your pet(s), includes a minimum of 15 minutes and up to 30 minutes with our Staff as well as the following services as requested: fresh food and water, petting and playtime, walking and exercise, cat litter clean up, cleaning feeding area and bowls, cleaning up any accidents or messes, watering up to 3 house plants, bringing in the mail and newspapers, checking home for signs of disturbance or entry, and other services as requested.

- **Fees**

Fees are determined on a case by case basis depending on location, number and types of pets, and other considerations. Our service area includes St. Mary's County and southern Calvert County from the Solomon's bridge to as far north as Lusby, based on our current scheduling and other commitments at any given time.

- **Optional Services**

Also available by request (some restrictions may apply):

- Additional time on-site per visit
- Extra Visits or unscheduled Emergency Visits
- Holiday Visits: add \$10 per trip  
(Thanksgiving Day, Christmas Day, New Year's Day, Easter Sunday, 4<sup>th</sup> of July):
- Coat Brushing
- Medication administration: fees based on case by case scenario
- Insulin Injections \$ 7 - \$10 per time (require prior approval)
- fun photos of your pet while you are away that we can email to you
- Other special requests: call for price

- **Our Available Service Hours**

In-home pet care services are typically offered as follows:

Morning (7am – 10am), Mid (11am – 2 pm), and Evening (5pm – 9 pm)

We may not be able to guarantee specific times, due to other schedule demands on any given day, however, we will make every effort to accommodate the times of your choice, or other specific requests. We will also leave documentation of our visit on your counter, so that anyone entering the home can see when we were last there to care for your pets, and any special notes.

- **Payment**

We accept Cash, Master Card, Visa, and Discover. Personal Checks are accepted with a valid State Driver's License. Returned Check fee is \$50. Deposits may be required in advance of services on a case by case basis.

- **Cancellations**

Deposits are refundable with at least 72 hours notice for Non-Peak/ Off-Season dates, and 10 days notice for Peak/ In-Season dates. Deposits are non-refundable for any cancellations outside our cancellation policy, barring verifiable emergencies and/or on a case by case basis. Credit Card Deposit refunds require a 3% transaction fee to cover our terminal fees.

- **Key Service**

We will collect two keys at the time of your initial consultation, which will remain on file with us, unless indicated otherwise. On the last day of contracted service we can leave your keys inside your home if requested. For subsequent visits, if not already on file, keys may also be dropped off at our Office during business hours listed at [www.chessiepets.com](http://www.chessiepets.com). Visits to your home to pick up keys for subsequent visits are invoiced at the same rate of a single visit price quoted for your In-Home Pet Care, to cover staff time and mileage expenses.

- **Pet Care Supplies**

Please ensure ample supplies, materials, bowls and feeding containers, food and/or medications, paper towels and clean up supplies, are readily available and accessible before leaving for your trip. In the event we do not have the supplies needed to properly care for your pets, or run out of, we will go and “shop” for the supplies needed, however, you will be responsible for any related supply costs plus an additional \$30 per hour for Staff time. Grocery store bags work great for cat litter clean up.

- **Pre Trip Preparation:**

Please make sure that any areas to the home that you do not wish pets, or us to go, are secured by shutting the door to those areas. Please also let us know of any other restrictions such as no pets on bed or couches, etc, so that we can properly honor your wishes.

Please notify us of your home’s central systems, such as the electrical breaker box, water and furnace shut off, security system, etc. Thermostat’s should be set at a comfortable temperature for your pets during your absence. Doors and windows should be shut and locked, for everyone’s safety.

- **Pre and Post Trip Notifications**

Please let your neighbors or anyone else that needs to know, of our expected presence, so as not to alarm them or cause undue concern on their behalf. It may also be helpful for a neighbor to have a spare key, just in case. Our Staff vehicles will typically have our Company information on the vehicle.

Please notify your Veterinarian that we will be taking care of your pet(s), and also advise your Veterinarian in advance, of any special instructions, or emergency care limitations or special wishes, in the event of a pet emergency where we can’t reach you to make urgent or life threatening decisions.

Please advise us of anyone that has permission to enter your home during your absence, and that they carry proper ID. Otherwise, we will assume they are trespassing and will contact the Police on your behalf, as necessary.

Make sure that you take our phone number with you so that you can contact us as needed during your travel.

Please notify us as soon as possible of any issues that will delay your return trip home, so we can plan accordingly, and won’t worry unnecessarily that your pets are in need of additional care.

Please also notify us as soon as you return so that we know you are home safely and available to resume your pet’s care. We can be reached at 301-373-3400. If we do not hear from you we may assume you have been delayed and that your pets are in need of potty breaks and/or feeding/medications.

- **Additional Unscheduled Visits**

We reserve the option to make additional unscheduled visits to your home to ensure the safety of your pets and property, in the event of severe weather or any other situation we feel is of an urgent need or an emergency. Fees for additional visits and/or staff time will be added to your final invoice. Depending on the situation and unfolding of events, we may not be able to contact you in advance, but will notify you as soon as possible, or upon your return home.

- **Aggressive Pets**

Please advise us in advance, of any aggressive or dominant personality traits exhibited by their pet(s). Client should also advise us if they are aware of any and all circumstances or pet behavior issues that might prevent us from being able to enter their home safely, to care for their pets. If we are not able to gain entry to the home due to severe pet aggression or protective measures by said pet, we reserve the right to refrain from entering home. Client should have a back up plan in place with a friend or neighbor in the event that we are not able to enter the home, after taking reasonable measures to do so.

- **Unsecured Pets**

We are not responsible for free-roaming outdoor pets in the event of illness, loss or theft, death, or injury, or any situation that results from a stray or neighbor's pet gaining access into your yard, etc, while your pet is outside at your directive. This includes homes with doggie door where pets can go in or out at their convenience, or pets that stay outside of the home during the day. Please let us know when, or if, the doggie doors should be closed/locked/secured for any given times, or if pets are allowed full access anytime, or other special instructions.

Pets outside should have proper enclosures and amenities in accordance with the St. Mary's County Animal Control Regulations:

[www.co.saint-marys.md.us/emergencycomm/docs/AnimalControlRegulations.pdf](http://www.co.saint-marys.md.us/emergencycomm/docs/AnimalControlRegulations.pdf).

We reserve the right to secure pets in your home, in the event of severe weather or any other situation deemed necessary, so they are not outside. This may include additional visits by our staff, at odd times, depending on the weather or other situation that we feel compromises pet safety. Fees for any additional visits and/or staff time will be added to your final invoice.

- **Special Needs Pets**

Should be discussed in advance with us, and will be considered on a case by case basis. Additional fees may apply.

- **Pet Vaccinations & Parasites**

All dogs and cats must provide current proof of vaccination from a licensed Veterinarian for Rabies, prior to our entering the home. Current pet vaccinations for Rabies is a Law in the State of Maryland, and a requirement of our Company operations for pet care. Client authorizes us to contact their Veterinarian for any questions or concerns related to the care of their pet, or our safety. We also suggest canine vaccinations for Distemper, Bordetella, Lyme disease, and Canine Flu. For cats we recommend feline distemper, Lymes disease, and leukemia vaccinations. We recommend pets be treated with a suitable flea & tick preventative in accordance with your Veterinarian's guidance. We reserve the option not to service homes or pets that are infested with fleas or other parasites, or otherwise unsatisfactory conditions.

- **Pet Emergency or Illness**

In the event of illness or injury, Client hereby gives us permission to care for your pet as necessary. Every effort will be made to contact you, and/or your Emergency Contacts, as soon as possible before, during, or after any emergency, as a situation warrants. We reserve the right to take care of the pets' immediate needs first in case of an emergency and contact you as soon as reasonably possible before, during, or after any emergency.

- **Destruction by Pets**

It is not uncommon for pets that get lonely or bored, to become destructive. We will make reasonable efforts to limit any destruction by your pets, however, we are not responsible or liable for damage done by your pet(s) to your home, including damage to doors, walls, flooring, furniture, etc.

- **Damage to Home**

We will take all reasonable measures to care for your home while you are away, however, we are not responsible for damage to your home that is out of our control. This includes such things as leaks, electrical problems, burglary, access to your home through pet doors, or other unforeseen problems. Any and all repairs and related charges will be your responsibility.

- **Pet Elimination**

We will take reasonable care and effort to make sure to clean up any “accidents” or pet waste, vomit, feces, that we discover during our pet visits. We are not, however, responsible for any “accidents” that we don’t discover, or are out of our common areas, or damage to flooring, carpet, or household items caused by your pet’s urine, feces, or other bodily excretions.

- **Injury to Individuals or Pets**

Client will be responsible for all medical damages resulting from an injury to our Staff, or other persons, or pet(s) by your pet(s). Client agrees to hold harmless, and defend us, in the event of a claim by anyone injured by your pet. If another animal is bitten by your pet or exposed to any disease or ailment from your pet, Client agrees to pay all medically related costs and damages incurred. In the event that multiple pets in the same home engage in behavior that injures one or more of the other pets, either fighting or playing, we will not be held responsible.

- **Security**

Client agrees to advise us of any existing Security systems on the property, and related instructions, key pad numbers, phone numbers, and passwords as necessary for operation. We are not responsible for fees related to alarm systems being set off, beyond reasonable expectations of operation of your system as explained to us by you.

**New policies added in February 2010 (*record snowfall*):**

- **Severe Weather Plan**

In the event of severe weather, including but not limited to, a hurricane, tornado, power outage, or significant snowfall, we will make every possible effort to attend to your pets as soon as safely possible. Depending on the situation and/or road conditions, it may take longer to arrive at your home, or we may arrive at a different time than originally agreed upon, with the consideration that staffing may also be limited due to road conditions or other hazards. We reserve the right to take all necessary actions to ensure the safety of your pets, and our staff, up to and including, removing your pets from the home for transport to our boarding facility or other shelter, for their safety, if possible or deemed reasonable. Extra visits to your home may also be necessary, during or after a significant storm as we feel necessary for the safety and comfort of your pets, and property. Fees for any additional visits and/or staff time will be added to your final invoice.

- **Snow Removal**

In the event of predicted significant snowfall amounts that would impede our ability to access your home, we ask that prior arrangements be secured to have your driveway and walkways cleared, before you depart, so that we can safely make it to your home. We can recommend a local snow plowing contractor upon request. Additional fees for our staff will apply for extended time on your property trying to get through the snow and into your home prior to any snow removal. In the event of significant snowfall without prior arrangements for snow removal, we will have the snow removed at our discretion, and include all costs and extra time involved for coordinating said snow removal, in the final invoice for our services, to ensure the safety and comfort of your pets in our care.

- **Power Outages**

In the event of extended power outages in your home, additional measures may be necessary to ensure the safety and comfort of your pets during very cold or very hot weather, or other times of the year. Please advise us if you have specific instructions for this situation. We will attempt to contact you at this time for further instruction, including the option to move your pets to our boarding facility in Hollywood, if necessary, possible, or appropriate.

- **Pet Removal in an Emergency**

In the event of an emergency where we feel it is necessary to remove your pets from your home for their safety, we will transport them to our pet boarding facility in Hollywood, or other shelter as appropriate, reasonable, or possible. Boarding and other fees will accrue at our current rates, in lieu of the pet sitting fees. If pets are transported to another facility, shelter, or Veterinarian, Owner will be responsible for any of their fees, in addition to our additional time and coordination of such a situation. Please let us know if you have specific instructions or directives regarding this policy, in advance of your departure.



## In-Home Pet Care Service Agreement & Release

(Rev. 3/11)

Chesapeake Pet Resort & Day Spa agrees to provide reasonable and quality In-Home Pet Care for the client listed below, and to take all reasonable actions necessary to ensure the safety and comfort of said pets while in the care of Chesapeake Pet Resort & Day Spa, and/or while on-site at the customers home or other indicated location.

I hereby waive and release Chesapeake Pet Resort & Day Spa from any and all liabilities of any nature of the actions of myself, my pet(s), or other person who accompanies me, or hold a key to my home, except those arising from negligence or willful misconduct on the part of us. Chesapeake Pet Resort & Day Spa agrees to provide all services in kind, reliable and trustworthy manner. In case of inclement weather or natural or other disaster, I authorize Chesapeake Pet Resort & Day Spa to use reasonable judgment for the care and well being of my pet(s) and/or house (unless instructed otherwise), up to and including removal of said pet(s) from the property as deemed necessary.

I attest that my pet(s) are healthy and up to date on all vaccinations, and in particular are vaccinated for Rabies, in accordance with local and Maryland State laws. I authorize Chesapeake Pet Resort & Day Spa to contact my Veterinarian to verify any information about my pet(s). I further authorize Chesapeake Pet Resort to transport my pet(s) for medical assistance, or during any emergency or severe weather situation, as we deem necessary. We agree to pay for any and all related transportation and medical fees which will be my responsibility.

Chesapeake Pet Resort & Day Spa can terminate this contract at any time if my pet(s) become a threat to the safety or health of our Staff or representatives, due to aggressive behavior or other threatening situations as deemed necessary. I further authorize Chesapeake Pet Resort & Day Spa to contact every person listed on this form for the care of said pet(s) in the event of an emergency or aggression incident, as outlined above.

I attest that all of the above information is true to the best of my knowledge and I will notify Chesapeake Pet Resort & Day Spa if any of the Registration information of record should change in the future.

I have read and understood, and agree to the Policies outlined above.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date