



Around the Hound  
Animal Care Services LLC

## Animal Care Contract & Profile

Please fill this out to the best of your knowledge. If you are unsure, leave it blank and we can go over this in the Initial Consultation.

Your Name: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
Spouse Name: \_\_\_\_\_ Spouse Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Email: \_\_\_\_\_  
\_\_\_\_\_

### Emergency Contact(s)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Alt Phone: \_\_\_\_\_ Key Y / N  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Alt Phone: \_\_\_\_\_ Key Y / N

Please choose someone you trust to make a decision about your animal if we are unable to reach you in case of an emergency. Please circle yes or no if they have a copy of a key to your home.

Veterinary Hospital/Clinic: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Have they been informed of our care? Y / N

Do you have a credit card on file or made arrangements for emergencies? Y / N

Which door do you prefer that we enter: Front Back Side Garage

How will door be locked? Deadbolt Door Handle Both

Is the door from the attached garage to house to be kept locked? Y / N

Do you have a home security system? Y / N Will it be armed? Y / N

If yes, please give details separate from this contract to protect privacy.

Do you wish us to keep a key for future use? Y / N (Multiple visits will require a key on file)

If no, where will key be kept for our use? \_\_\_\_\_

\*\* Key will be kept in a locked box in main office and only removed for service usage.

How did you find us (ad, friend referral): \_\_\_\_\_

Have you ever used an animal sitting/concierge service: Y / N : \_\_\_\_\_



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## Animal Profile

\*\* Please fill a separate profile form for each animal

Animal Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Birth Date: \_\_\_\_\_  
Male / Female Spayed or Neutered: Y / N Color: \_\_\_\_\_

Any Major Medical Conditions (past or present): \_\_\_\_\_

What brand of food or type of food do you feed: \_\_\_\_\_

Feeding instructions (amount, times of day, etc.): \_\_\_\_\_  
\_\_\_\_\_

Food Allergies/Restricted Foods: \_\_\_\_\_

Medications (name, dosage, frequency): \_\_\_\_\_  
\_\_\_\_\_

Treats Allowed Y / N : \_\_\_\_\_

Favorite Toy or Game: \_\_\_\_\_

Exercise Instructions (restrictions to activities): \_\_\_\_\_  
\_\_\_\_\_

Will your pet be in a crate when we arrive or need to be put in a crate at any point during our stay: \_\_\_\_\_

Are there any rooms or furniture that your animal has restricted access to: \_\_\_\_\_  
\_\_\_\_\_

Does your animal have any bad habits (eating plants, litter, etc.): \_\_\_\_\_

For cats, litter care (totally change, disposal location): \_\_\_\_\_

This animal loves to: \_\_\_\_\_

Special Handling/Comments: (special quirks, food/dog aggression, storm/separation anxiety, hiding places, fears/phobias, increasing deafness or blindness, does not like a specific body part touched, is nippy during play): \_\_\_\_\_  
\_\_\_\_\_



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### **Veterinary Medical Release**

To Whom It May Concern:

I hereby give Around the Hound my permission to provide medical treatment and/or transport any of my animal(s) for care to \_\_\_\_\_ (or to the closest open facility if the primary vet office is not available).

I understand that Around the Hound will try to contact me as soon as possible in the event of a medical emergency. If Around the Hound is unable to contact me, I give permission for Around the Hound to make medical treatment decisions and approve charges up to \$ \_\_\_\_\_ per animal (can be unlimited). I give permission for the clinic to administer any care or medications necessary.

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. I also agree to be responsible for all fees assessed by Around the Hound for emergency transportation, care, supervision, or hiring of additional emergency employees.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Around the Hound cares for one or more of my animals.

Signed Name: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_



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### General Release/Legal Considerations Form

For the purposes of this document, the terms Client, Owner, Animal Owner, and Customer are synonymous with the person contracting services for one or more animals. Around the Hound is synonymous with the Company: Around the Hound Animal Care Services, LLC.

- There will be a **\$20 service charge** for each returned check.
- A deposit is due at time of reservation for all extended service contracts. Full payment is due at time of service or within 7 days of receipt of final invoice. A late fee of \$20 per month will be added for non-payment.
- There will be no charge for cancellations unless it is less than 48 hours prior to the scheduled service, or a holiday service, at that time a \$5 fee will be assessed.
- Reservations are made to plan staff availability to clients. Therefore clients returning early from vacation will be required to pay for the entire scheduled period of time. Special circumstances may apply.
- The company is not responsible for wilted, dead, or otherwise unhealthy plants. The company will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. Please place all indoor plants together on a waterproof surface in plain sight, as the company is not responsible for water damaged areas or missed plants.
- The company is not responsible for damage to the home beyond the control of the staff assigned. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the Emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service Emergency service time and coordination fees) will be paid by the client, or fully reimbursed to Around the Hound within 14 days.
- Around the Hound is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the company. Around the Hound agrees to remain fully Insured through a reputable company. Around the Hound accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- Around the Hound is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Client agrees to secure the home prior to leaving the premises. Around the Hound will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of an the company, they will be either on the physical person of staff, or be properly stored in an undisclosed location. Around the Hound subscribes to insurance coverage for lost key replacements and lock out service.
- The client must have legal rights to place the animals in the care of the company, Boarding, and Veterinary Clinics. The company cannot service a home with "Visiting" animals that do not belong to the resident of the service site without separate agreement forms, including Legal Considerations Agreement, accepted and signed by each rightful Owner(s).
- The terms of this document apply to all the animals owned by the Client, including any and all new animals that the customer obtains on or after the date this document was signed, at any and all locations the Owner designates for service.
- The client is responsible for animal-proofing the house, yard, and the security fences/gates/latches. Around the Hound will not be responsible for the safety of any animals and will not be liable for the injury, disappearance, death, or fines of any animal with unsupervised access to the outdoors.
- Around the Hound is authorized to seek any Emergency veterinarian assistance needed during visits, at the cost of the client, from any Veterinarian as chosen. The Company is not responsible for any death resulting from an accident, pre-existing condition, advanced age, or natural disaster.

- The client is responsible for supplying the necessary, safe equipment/supplies needed for care of their animal(s), including but not limited to a sturdy well-fit harness (halter, collar, etc..) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, and cat litter. The client authorizes any purchases necessary for the satisfactory performance of duties. The client agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse Around the Hound with 14 days for all purchases made.
- The client will be responsible for all medical expenses and damages resulting from an injury to any staff or other persons, by the animal. The client agrees to indemnify, hold harmless, and defend Around the Hound, in the event of a claim by any person injured by the animal.
- It is suggested that arrangements be made with someone to evacuate your animals in case of a disaster or weather related crisis/event. Around the Hound will do everything in its power to see to your animals safety/care should such events occur, but cannot guarantee it.
- Future Services: I authorize this contract to be valid approval for services so as to permit Around the Hound to accept all future telephone, online, mail, or email reservations and enter my home without additional signed contracts or written authorizations.
- Around the Hound reserves the right to terminate this contract at any time if the staff, in his/her sole discretion determines that the client's animal poses a danger to the health or safety of itself, other animals, or the staff member. If concerns prohibit the staff from caring for the animal, the client authorizes the animal to be placed in a licensed boarding facility (or previously arranged locale), with all the charges (including but not limited to transportation, boarding, tranquilizing, treating, accessing, and liability) to be the responsibility of the client.
- Around the Hound agrees to provide services stated in this agreement in a reliable, caring, and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by Around the Hound, will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance through a reputable company.
- Client agrees to notify Around the Hound of any concerns within 24 hours of return.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future Around the Hound term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website.
- The client states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

Signed Name: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_