

Kamp Ham Pet Sitting

Where pets stay, just like home.

PET SITTING INFORMATION SHEET

CLIENT INFORMATION

Last Name: _____ First Name: _____

Address: _____

Subdivison: _____ Gate/Key Code: _____

Home Phone: _____ Work Phone: _____

Cell Phone #1: _____ Cell Phone #2 _____

Email: _____

EMERGENCY CONTACT #1

Name: _____ Home Phone: _____

Business Phone: _____ Cell Phone: _____

Address: _____

Misc: _____ House Key: YES NO

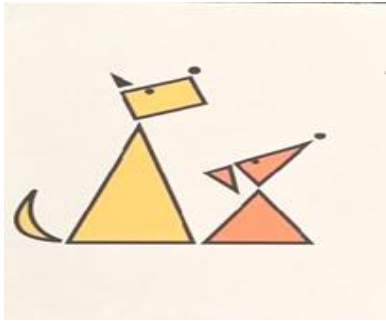
EMERGENCY CONTACT #2

Name: _____ Home Phone: _____

Business Phone: _____ Cell Phone: _____

Address: _____

Misc: _____ House Key: YES NO



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VETERNARIAN

Clinic: _____ Dr's Name: _____

Address: _____

Phone: _____

Pet Health Insurance: _____

SECURITY

Alarm: _____ COMPANY: _____ PHONE: _____

Panel Location: _____ Password: _____

Arm: _____ Disarm: _____

HOME CARE INSTRUCTIONS

Mail: _____ Newspaper: _____ Garbage: _____

Lights: _____ Blinds: _____ Indoor Plants: _____

OTHERS WHO HAVE ACESS TO HOME (POOL CLEANER, GARDENER, MAID, ETC)

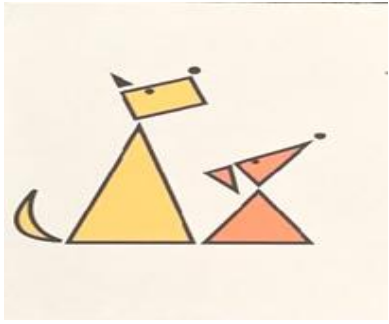
<u>NAME</u>	<u>RELATIONSHIP</u>	<u>FREQUENCY IN HOME</u>	<u>PHONE</u>

LOCATIONS

Pet Food: _____ Where Does Pet Eat: _____

Leashes & Collars: _____

Crates: _____



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PET INFORMATION (ONE PER PET)

<u>NAME</u>	<u>TYPE</u>	<u>BREED</u>	<u>BIRTHDAY</u>
<u>SEX</u>	<u>NEUTERED/SPAYED</u>	<u>DESCRIPTION</u>	

FOOD (BRAND, SCHEDULE, TREATS) _____

MEDICATIONS _____

ILLNESSES/ALLERGIES _____

BEHAVIORAL ISSUES:

Socialized with other people? YES NO Children? YES NO

Socialized with other animals? YES NO

Walks well on a leash? YES NO Separation Anxiety? YES NO

Aggressive tendencies? YES NO PLEASE EXPLAIN _____

OTHER

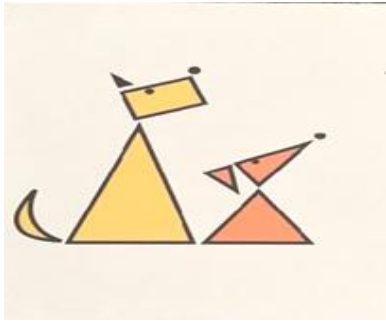
Activities/Exercise _____

Litter Instructions _____

Known Commands _____

Crated or Run of the House _____

Outdoor Access/Doggy Door _____



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Cats: Inside Outside Both

Dog Collars: Standard Choker Pronged Gentle/Halti Other

Electric Fence: Yes No If yes, does your dog always wear the collar? Yes No

Terms and Conditions

For the purposes of this document, Client is synonymous with the person contracting services for one or more domestic animals.

The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.

Reservations and Deposits

A valid credit card must be on file to set up and hold your reservation. Your booking is confirmed only once we have received your deposit.

This contract and advanced dates must be provided to Kamp Ham before service is provided for any period. Sorry, we do not take walk-ins for any service.

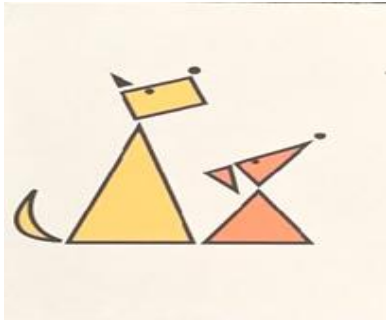
Last minute bookings will depend on space available and are not guaranteed.

Proof of up-to-date vaccinations and your nonrefundable deposit are both required before a reservation can be finalized! Your booking is confirmed only once we have received your deposit.

A minimum 2 day stay applies to all peak period and holiday bookings.

Deposits are as follows, as of October 15, 2018:

For *non-holiday stays* of under 3 days, one night's deposit is required at the time of reservation. For stays of 3 days or longer, a 50% deposit is required. The balance is due on



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the pet's arrival. Your deposit is applied to the cost of your service.

Any booking that falls in a holiday period below will be subject to a holiday deposit of two days (the minimum stay) or 50 percent of your total stay whichever is greater, which is applied to cost of service. If you will be staying only two days, your payment in full will be due to secure your place.

Holiday rules apply to the following periods:

Spring Break Friday preceding through last Sunday

Memorial Day Friday through Tuesday

Independence Day July 1 through July 5

Labor Day Friday through Tuesday

Thanksgiving Wednesday through Sunday

Christmas/New Year's December 22 through January 3

Payment

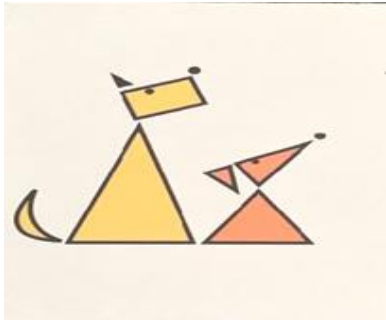
Payment can be cash, check, or credit card. I invoice through Wave software which allows convenient payment with credit cards or bank draft.

Day Kamp and Sleepover Kamp payment is due in full upon the arrival in my home and short term in-your home clients (home checks, vacation cat/pet care.)

Weekly in-home clients (i.e. midday breaks/walks) will be invoiced each Thursday to be left for me on Friday.

There will be a \$35 service charge for each returned check.

Unpaid service may be cancelled without notice, including prior to or during the service period.



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Early Returns and Cancellations

Reservations are made to plan availability to clients but we understand that emergencies do happen. If a bona fide emergency arises, please contact Kamp Ham as soon as you know.

Cancellation Charge Schedule effective 10/15/2018

NON HOLIDAYS: Kamp Ham requires five days notice before canceling an overnight stay in order to avoid being charged.

Cancellations requested less than five days but greater than 24 hours from your stay will result in being charged 50% of the total stay booked.

Cancellations requested within 24 hours from when your stay was scheduled to begin will be charged for the full stay.

For let outs and home visits only: if you cancel your scheduled walk or visit before NOON the previous day, you will not be charged for the session. Cancellations requested after noon but still on the previous day will be charged 50 percent. Cancellations requested day of service will be charged 100 percent. If you forget to cancel and are at home when your Care Provider arrives at his/her scheduled time, you will still be charged 100 percent for the visit.

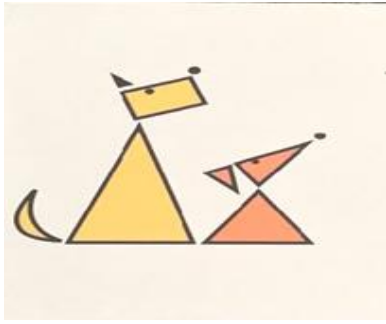
These charges will be placed on the card on file.

Nonholiday deposits not refunded can be used for future visits or services.

HOLIDAYS: Cancellations of Sleepover Kamp during the holidays requires at least ten (10) days notice in order to avoid being charged.

Holiday cancellations requested less than ten days in advance will result in being charged 50 percent of the total stay booked.

Holiday overnight cancellations requested within 3 days of when service was scheduled to



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begin will be charged in full.

For let-outs and home visits the non-holiday policy applies but we require 2 days notice to avoid charges.

Charges will be placed on the card on file.

Deposits for holiday cancellations that are not refunded CANNOT be used to secured future services; emergency exemptions may be made at our discretion.

Vaccinations and Parasite Prevention

Kamp Ham Pet Sitting strives to provide clean, safe service to each of our clients. In doing so, Kamp Ham Pet Sitting requires the following:

Veterinarian certificate indicating the current vaccination/titer proof of:

- Rabies
- Distemper (DHPP)
- Bordetella Vaccine (Kennel Cough) within the past 6 months

Negative fecal test result within the past 6 months.

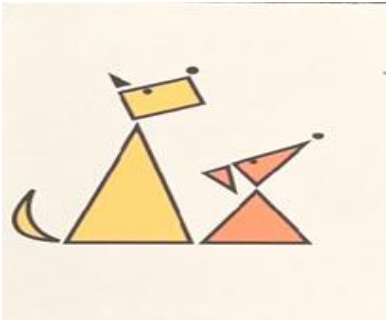
Dogs must be spayed or neutered if over 6 months old.

Dogs must be in good health and flea and tick free. We inspect at check-in and if fleas or flea dirt are noticed, the pet will not be admitted. If parasites are discovered during their stay, specialized care and treatment fees will be at the owner's expense.

Food and Medication

We do recommend bringing your pet's favorite food to keep them as close to normal schedule. Food (Fromm brand kibble) is available at Kamp Ham for \$1 per meal for overnight clients, and supplies will be billed to client.

We feed twice a day unless directed otherwise by Client.



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We are happy to administer medications as needed to our kampers at no charge to the Client. Please leave all medications in their original containers.

Client Responsibilities

Client is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter.

Services in Client's Home (N/A for Day Kamp and Sleepover Kamp Guests)

It is highly recommended that Client allow me to set a temporary alarm code for my services. This will ensure no one else has my code and keeps your main code secret.

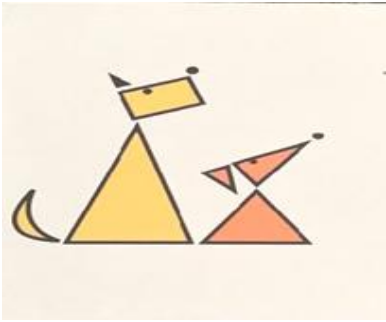
Client will inform Kamp Ham Pet Sitting of all other individuals that have access to the home during the reservation period. All other individuals that visit the home must leave a log of their visit.

Kamp Ham Pet Sitting 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.

Kamp Ham Pet Sitting is not responsible for wilted, dead or otherwise unhealthy plants. Kamp Ham Pet Sitting will follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. *Please place all indoor plants on a waterproof surface in plain sight*, as I am not responsible for water damaged areas or missed plants.

Kamp Ham Pet Sitting is not responsible for damage to the home beyond my control. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, Kamp Ham will attempt to contact the Client 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.

Kamp Ham Pet Sitting is not responsible for any damage to property of the Client or others



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unless such damage is caused by the negligent act of myself.

Kamp Ham Pet Sitting 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 home prior to leaving the premises. I will re-secure the home to the best of my ability at the end of each visit. While keys are in my possession, they will be on my physical person at all times.

Client is responsible for pet-proofing house and yard, and the security fences/gates/latches.

Kamp Ham Pet Sitting will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.

Emergencies

Kamp Ham Pet Sitting is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by it. Kamp Ham will attempt to use Client's preferred veterinarian.

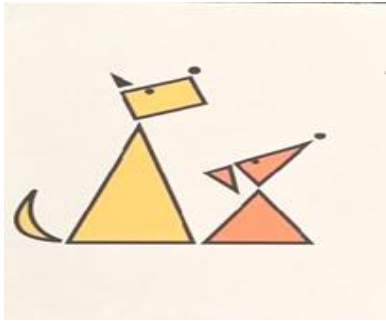
Kamp Ham will do its best to get in touch with you in case of a pet injury or illness. Please have a credit card on file at your veterinarian of choice in the event we cannot get in touch with you.

In the event of a large scale emergency such as natural disaster, Kamp Ham Pet Sitting recommends that arrangements be made with someone to evacuate your pets. Kamp Ham Pet Sitting will try to see to your pets' safety/care should such events occur. Your pets will not be left behind in case of mandatory evacuation; they will be transported by me at no extra charge.

See Hurricane Season Addendum for more information.

Future Services

Client authorize this contract to be valid approval for services so as to permit Kamp Ham Pet Sitting to accept all future telephone, online, mail or email reservations and enter the home without additional signed contracts or written authorizations.



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Concerns

Client agrees to notify Kamp Ham Pet Sitting of any concerns or issues within 24 hours of return.

Social Media/Website

Client authorizes Kamp Ham Pet Sitting to take photos of Client's pet for their file, social media, and for business website. All photos taken are the property of Kamp Ham Pet Sitting. No information other than pet name, breed, and age shall be shared with the general public.

Right to Terminate

Kamp Ham Pet Sitting reserves the right to terminate this contract at any if I, in my sole discretion, determine that Client's pet poses a danger to the health or safety of itself, other pets, other people, or me.

If concerns prohibit me from caring for the pet, Client authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Client.

Damages and Expenses/Indemnification Clause

Client will be responsible for all medical expenses and damages resulting from an injury to myself, or other persons, by the Pet. Client agrees to indemnify, hold harmless, and defend Kamp Ham Pet Sitting, in the event of a claim by any person injured by the Pet.

Kamp Ham Pet Sitting 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, Client expressly waives and relinquishes any and all claims against the company, except those arising from negligence.

CLIENT SHALL DEFEND, INDEMNIFY AND HOLD HARMLESS KAMP HAM PET SITTING OF



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AND FROM ANY AND ALL CLAIMS AND CAUSES OF ACTION ASSERTED AGAINST KAMP HAM PET SITTING FOR ANY AND ALL EXPENSES AND MONIES KAMP HAM PET SITTING MAY BE COMPELLED TO PAY BY REASON OF ANY CLAIMS, DEMANDS, LAWSUITS OR JUDGMENTS WHICH ARISE OUT OF OR ARE IN ANY WAY CONNECTED TO THE HANDLING, CARE AND BOARDING OF OWNER'S DOG REGARDLESS OF WHETHER SUCH CLAIMS OR ACTIONS ARE FOUNDED IN WHOLE OR PART UPON THE ALLEGED NEGLIGENCE OF KAMP HAM PET SITTING. THE PROVISIONS OF THE PARAGRAPH SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT.

1. _____ I UNDERSTAND THAT I AM SOLELY RESPONSIBLE FOR ANY HARM CAUSED BY MY DOG(S) WHILE MY DOG(S) IS/ARE ATTENDING KAMP HAM PET SITTING. I SHALL INDEMNIFY KAMP HAM PET SITTING AGAINST ANY CLAIMS MADE AGAINST THE CORPORATION OR LOSSES OR DAMAGES OF ANY KIND WHATSOEVER SUFFERED BY KAMP HAM PET SITTING.

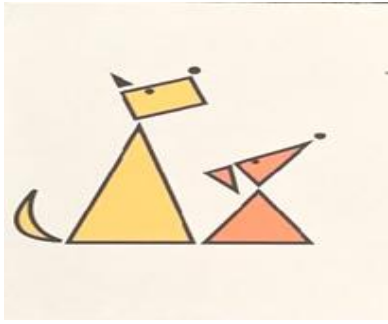
2. _____ I UNDERSTAND AND AGREE THAT KAMP HAM PET SITTING WILL NOT BE LIABLE FOR PROBLEMS, DAMAGE, OR INJURY CAUSED TO OR BY THE CLIENT(S) TO OR BY THE OTHER DOGS OR PERSON PROVIDED REASONABLE CARE AND PRECAUTIONS ARE FOLLOWED. I HEREBY RELEASE KAMP HAM PET SITTING OF ANY LIABILITY OF ANY KIND ARISING FROM MY DOG(S) ATTENDANCE AND PARTICIPATION AT THE FACILITY.

3. _____ I understand and agree that any problem that develops with my dog(s) will be treated as deemed best by Kamp Ham Pet Sitting, in its sole discretion, and that I assume full financial responsibility for any and all expenses involved.

4. _____ I further understand and agree that in admitting my dog(s) to by Kamp Ham Pet Sitting, the facility has relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behavior towards any person or any other dog.

5. _____ I recognize that there are inherent risks of illness or injury when dealing with animals. Such risks include, but are not limited to, problems resulting from rough play and outdoor elements.

This agreement is valid from the date posted. Client agrees to any future Kamp Ham Pet Sitting term changes relayed *verbally to Client*, mailed or emailed in writing to Client, or



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posted on our website

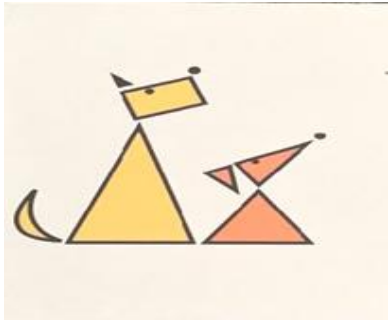
I certify that I have read and understand the rules and regulations set forth by by Kamp Ham Pet Sitting and have read and understand this agreement. I agree to abide by the rules and regulations and accept all terms, conditions, and statements of this agreement.

Client Name: _____

Signature: _____ Date: _____

Paula Ham, Owner, Kamp Ham Pet Sitting

Signature: _____ Date: _____



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Drop Off/Pick Up Policy

Thank you for choosing Kamp Ham Pet Sitting, where your pets stay just like home. Because we have a schedule to keep (including morning and afternoon let-outs), we appreciate you being on time for dropping off and picking up your dog. Please read and initial the following:

_____ Dogs are dropped off and picked up by appointment only during listed business hours (7:00 am-7:00 pm M-F and 5:30-6:30 pm S-S). Your appointment times are as follows:

Drop-off Date _____ Drop-off Time _____ am / pm

Pick-up Date _____ Pick-up Time _____ am / pm

_____ I understand that pick-up after 9:00 am incurs an extra day boarding fee of \$30/\$40.

_____ Early drop-offs between 5-7 am and after hours pick-ups between 7-9 pm are available for an additional fee of \$12.

_____ Extra late pick-ups between 9 pm and 5 am are available for an additional \$35.

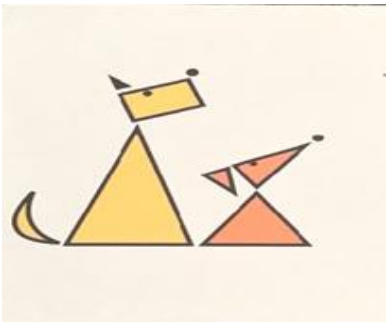
_____ Drop-offs between 9 pm and 5 am are for emergencies only and incur an additional \$35 fee.

_____ Failure to drop off at the agreed time will require you to reschedule your appointment. Failure to pick-up at the agreed time will be subject to a late Pick-up Fee of \$12 per hour per dog. There is a grace period of 15 minutes.

_____ There are no pick-ups or drop-offs on major holidays.

Owner certifies that Owner has read this document and agrees to its terms. In the event that any party brings any action to enforce or interpret any of the provisions of this contract, then the court shall award reasonable costs and attorney fees to the prevailing party, including such costs and attorney fees incurred on all appeals.

Owner _____ Date _____



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Kamp Ham Pet Sitting Veterinary Release Form

In the event that any of my pets or large animals appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or in the care of Kamp Ham Pet Sitting, I give permission to Kamp Ham Pet Sitting to seek veterinary service from a veterinarian or veterinarian clinic. My preferred veterinary service is documented on the Pet Sitting Information Form. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask Kamp Ham Pet Sitting to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet/all pets (most common values are \$200, \$500, \$1000, or unlimited).

I understand that every effort will be made to contact me regarding any treatment, illnesses, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible.

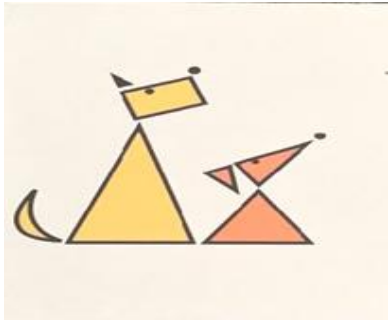
I understand that Kamp Ham Pet Sitting works hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for.

I agree to allow Kamp Ham Pet Sitting to use its best judgment in handling these situations, and I understand that Kamp Ham Pet Sitting assumes no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

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. Such payments will be made within 14 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by Kamp Ham Pet Sitting for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize Kamp Ham Pet Sitting and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

Every dog & cat at the site of service will be current (per my veterinarians recommendations) on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to



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guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify Kamp Ham Pet Sitting of any signs of injury or possible illness before any visit as soon as the condition appears.

Kamp Ham Pet Sitting reserves the right to cancel service where a pet with a potentially infectious condition exists.

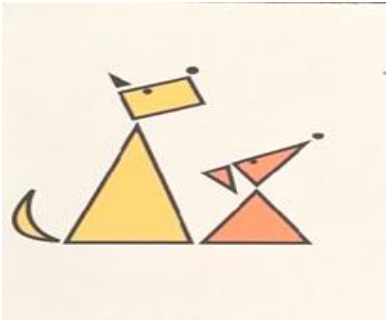
This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Kamp Ham Pet Sitting cares for one or more of my pets.

I understand that this agreement applies to all of the pets within Kamp Ham Pet Sitting's care.

In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client/Owner Name: _____

Client Signature: _____ Date: _____



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Hurricane Season Protocol and Waiver (June 1-December 1)

Client Name _____

Pet(s) Name _____

Hurricane season is a fact of life in the greater Houston region. During hurricane season (June 1 through December 1), Kamp Ham needs to take extra precautions to ensure the safety of each pet in our care.

If a category 3, 4 or 5 hurricane is predicted to make landfall in the immediate area, Kamp Ham WILL evacuate all pets at least one day prior to estimated landfall. This will mean that all boarding pets must be picked up by their owners or emergency contacts at least one day prior to estimated landfall.

Please provide us with a local emergency contact person who can be reached 24-hours a day and can make decisions for you and your pet(s) in case of an impending hurricane.

Please provide as much information as possible for the following:

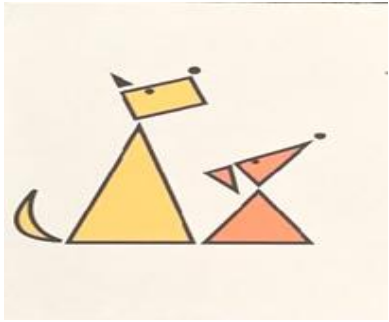
Emergency contact person (#1) _____
Home# _____ Work# _____ Mobile# _____

Emergency contact person (#2) _____
Home# _____ Work# _____ Mobile# _____

If you or your emergency contact is unable to pick up your pet(s) Kamp Ham has an emergency plan for either evacuation and/or shelter in place, and will evacuate your pet(s) at no charge. There is no extra fee for emergency transportation and shelter to a safer area.

Kamp Ham will require a credit card on file in case of emergency; you agree to pay for any other emergency costs should they arise.

For a category 1 or 2 hurricane, we will make safety decisions for your pet(s) based on the recommendations of the local authorities. Please remember all decisions we make will be final and are made for the safety and best interests of your pet(s).



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I have read the above policy and I grant permission to the above named person(s) to claim my pet(s) should an evacuation become necessary. Additionally, I consent to allow Kamp Ham to transport my pet(s) to safety, release Kamp Ham from all liability.

Signature (Owner or Representative)

(Date)

If you do not have an emergency contact person and/or do not consent to emergency evacuation to another location, we cannot accept your pet(s) at Kamp Ham during hurricane season (June 1-December1).