



www.leasidedogwalkers.com

647-783-4946

Welcome to the Leaside Dog Walkers Family!

A complimentary in-home consultation is required before scheduling your first dog walk or puppy visit. To best prepare for this meeting, please review and complete the following required paperwork:

- Review our Policies and Procedures
- Complete the Terms of Agreement for Dog Walking Service
- Complete the Client Profile and Home Information Form
- Complete the Pet Information Form
- Complete the Veterinary Treatment Authorization Form
- Have two sets of house keys ready for pick up

During the consultation (typically 30-45 minutes in length) we will review your paperwork and profiles so we have all of the information we need to care for your pet(s). We will also address any questions you may have about us AND we will probably rub some bellies as well!





Consultation Date	Pet Name(s)

Owner: Alison Smith
Phone: (647) 783-4946
Email: info@leasidedogwalkers.com

Terms of Agreement for Dog Walking Service

Dog Walking

Date 1st visit to be made: _____

Terms

This signed document is an agreement between Leaside Dog Walkers and _____ (Client) for pet sitting services beginning on _____ until revoked in writing. Leaside Dog Walkers agrees to provide dog walking services to Client in a reliable, trustworthy, and caring manner. Leaside Dog Walkers currently offers private walks. Should this change, Leaside Dog Walkers will notify you in writing.

The parties agree that they shall not disclose any terms and conditions contained in this agreement to any other party and shall keep same confidential between them.

1. I authorize Leaside Dog Walkers to perform dog walking services as outlined above and in Client Profile, Pet Profile(s), and Policies and Procedures which shall become part of this contract.
2. I authorize Leaside Dog Walkers to obtain any emergency veterinary care that may be necessary during the time spent with my pet. I accept responsibility for any charges related to this emergency care. I also authorize Leaside Dog Walkers to utilize an alternative veterinarian in the event my primary veterinarian is unavailable. Every effort will be made to contact me prior to obtaining emergency care.
3. Leaside Dog Walkers accepts no responsibility for security of the premises or loss if other individuals have access to the home during the term of this agreement.
4. Dog walking will be performed only by Leaside Dog Walkers during all assignments unless prearranged with client (i.e. in the event of Leaside Dog Walkers owner or employee being on vacation, illness, etc.).
5. I agree to reimburse Leaside Dog Walkers for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.
6. Leaside Dog Walkers agrees to provide the services stated in this agreement in a reliable, trustworthy, and caring manner. In consideration of these services and as an express condition thereof, the client expressly waives and relinquishes any and all claims against Leaside Dog Walkers, its employees or assigns, except those arising from proven deliberate negligence of the pet sitter.
7. I understand and agree that the amount of time I book for a dog walk (i.e. 15, 20, 30, or 45 minutes) includes any additional time required by LDW to prepare my dog(s) for the walk (or clean my dog when the walk ends). This includes routines such as placing clothing / booties (outdoor wear) on my dog, feedings, cleaning, and any other requests. Further, there may be days when LDW arrives earlier or later than the start of your scheduled appointment. This may be due to traffic, weather, emergency, etc. Should this occur, your dog will always receive the full 30, 45 or 60 minute walk you've booked regardless of when we arrive for the appointment.

8. Leaside Dog Walkers will not be liable for the injury, disappearance, death, or fines of any pet(s) with unsupervised access to the outdoors.

9. Client will be responsible for all medical expenses and damages resulting from an injury to the pet sitter or other persons by the pet(s). Client agrees to indemnify and hold harmless Leaside Dog Walkers in the event of a claim by any person injured by the pet(s).

10. It is expressly understood that Leaside Dog Walkers shall not be held responsible for any damage to client's property, or that of others, caused by client's pet(s) during the period in which they are in its care.

11. Fees are earned upon acceptance of dog walking reservations. Accepted methods of payment are cash or by email transfer.

Walks are billed monthly, with payment due by the first of the month for that upcoming month. Any credits due to cancellations will be automatically be applied to the following month.

12. Cancellations may be made up to 24 hours in advance of your scheduled service. Any payment will be credited to your account. The full price of the service will be charged for cancellations made less than 24 hours in advance of a scheduled visit. Any visits canceled on the day of service will be charged in full. If you cancel any part of your scheduled reservation, such as ending the reservation early, you are responsible for the entire initial reservation fee. No refunds or credits will be issued.

13. I attest to the fact that all licenses and vaccinations required by the Province of Ontario, the City in which I reside and/or the City of Toronto are current according to the law.

14. Leaside Dog Walkers may photograph my pet(s) and use these photos for marketing and promotional purposes without any liability or obligation by me.

I have completed and signed the required Veterinary Release form, Pet Profile, and Client Profile. Any reference to pets in this contract shall refer to those specified on the Pet Profile sheet(s).

I have read and agree to the aforementioned Policies and Procedures which are a part of this agreement. I have been provided with a copy for my records.

This agreement will remain valid for current and future service, with the exceptions of any agreed to changes in fees or frequency or total number of visits.

Client Signature:

Date _____

Leaside Dog Walkers:

Alison Smith, Owner/Operator

Date: _____



Owner/Operator: Alison Smith
Phone: (647) 783-4946 Email:
info@leasidedogwalkers.com

Leaside Dog Walkers Policies and Procedures

Pet comfort and the safety and security of your home are the cornerstones of our business. Leaside Dog Walkers provides pet care for owners who need a helping hand. Whether you go on vacation, a business trip, need a midday visit to walk, feed, cuddle, or medicate your pet, Leaside Dog Walkers can do it when you cannot. Our services are provided in a reliable, trustworthy, and caring manner.

Please note that Policies and Procedures are subject to reasonable changes and amendments, which may be implemented from time to time.

Reservations: Please plan ahead to obtain services on the dates you desire. An in-home consultation is required prior to reservations for all new clients. While we can tentatively pencil in your dates, we must meet you and your pets, and assess your needs before we make a commitment to providing your pets' care. During this initial meeting, we will also review and complete forms and sign agreements. Please complete all forms prior to our initial consultation.

Keys: Leaside Dog Walkers will obtain two copies of your house key(s) (one for the walker and one to remain in the office in case of emergency) during the initial consultation, when service is scheduled and agreements are signed. Keys will be returned in person within 3 days of the end of your service.

Cancellations: Cancellations must be made at least a full 24 hours in advance of your scheduled service. Any payment will be credited to your account. The full price of the service will be charged for cancellations made less than 24 hours in advance of a scheduled visit. Any visits canceled on the day of service will be charged in full. If you cancel any part of your scheduled reservation, such as ending the reservation early, you are responsible for the entire initial reservation fee. No refunds or credits will be issued.

Holiday Surcharge: We are closed on all statutory Canadian holidays and between Christmas and New Years every year. If we are available, we may be able to accommodate holiday dog walking for an additional \$20 fee.

Payment - Dog Walking: Fees are earned upon acceptance of dog walking reservations. Accepted methods of payment are cash or online by email transfer. Walks are billed monthly, with payment due by the first of the month for that upcoming month. Any credits due to cancellations will be automatically be applied to the following month. You may leave the cash in an envelope at an agreed upon location within the home. If a cash payment is more than one week late, a fee of \$50 per week will be applied to your account.

Past Due Accounts: Any cash fees more than 30 days past due will be sent for collections. Client is responsible for all costs of collection. We do not accept cheques for payment.

Leaside Dog Walkers reserves the right to deny service or terminate service because of safety concerns, financial issues, failure to comply with policy, or inappropriate or uncomfortable circumstances.

Visitors: Please notify Leaside Dog Walkers if others (housekeepers, pest control service, realtors, friends, family members, etc.) will have access to your home during your absence. It is understood that the client will notify anyone with access to the home that Leaside Dog Walker's services have been engaged. The police will be called on all intruders or suspicious acts without exception.

Leaside Dog Walkers, company owner, agents, assigns, successors and heirs are not liable and are completely indemnified for any and all liability stemming from the act(s) or failure to act of third parties, whether known or unknown, including but not limited to, friends, neighbors, relatives or other service persons, that shall enter your residence for any purpose while Leaside Dog Walkers is caring for your pets.

Emergencies: Everyone has them! Feel free to call if an unexpected need arises; we will make every attempt to accommodate your needs for service on short notice depending on our availability. We will carry a copy of your emergency contact form with our daily log (your name + contact's name and phone number) in the event we have an unexpected accident or illness. Please be sure this information is current and that the designated contact has access to your home to ensure your pets' care continues uninterrupted.

Inclement Weather: We walk dogs year round, except for rare instances of extreme, inclement weather, i.e. thunderstorms / lightning, torrential downpours, blizzards, hazardous wind chill, or when the client's usual walk route is made treacherous due to ice or heavy snow. In extreme cold, when the wind chill is below -20 celcius, we will limit dog walks to 20 minutes.

a) Should we be unable to reach your home due to poor weather conditions, Leaside Dog Walkers will contact you by email to let you know the walk has been cancelled. We will then refund your payment or place a credit for the dog walk back into your account.

b) If we are able to reach your home in inclement weather, we will take your dog(s) out for a brief potty break and spend the remaining time playing indoors.

Unsecured pets: Leaside Dog Walkers will not be responsible for free-roaming or outdoor pets in the event of illness, injury, loss or death. It is strongly advised that all pets have some form of permanent ID and that they remain inside the home or confined to a yard or pen for their own safety and welfare in your absence.

It is the pet owner's sole responsibility to "pet-proof" any areas of the home and/or property to which the pet has access. This includes thoroughly inspecting fences, gates, latches, doors and other devices meant to contain the pet or restrict access to specific areas. The pet sitter does not assume responsibility and has no liability for any injuries the pet may sustain or property damage the pet may cause while in its own home/property.

I have read and agree to the above.

Client Signature:

Date _____

Leaside Dog Walkers:

Alison Smith, Owner/Operator

Date: _____



Owner/Operator: Alison Smith
 Phone: (647) 783-4946
 Email: info@leasidedogwalkers.com

Client Profile and Home Information Form

Your name _____ Spouse/partner name _____

Local address _____

Home address (if vacationing or a seasonal resident) _____

Mailing address (if different from above) _____

Email _____

Phones: Home _____ Mobile (self) _____ Work (self) _____

Mobile (spouse/partner) _____ Work (spouse/partner) _____

How did you find out about us? Internet Print ad (publication _____)

Referred by _____ Other _____

Do you want email or text updates? No Email _____ Text _____

Do you own or rent your home? Own Rent

If Renting, Landlord/Management contact # _____

EMERGENCY CONTACTS			
(People able to make decisions about the care of pets or home in emergencies)			
Name	Relationship	Key to home?	Phone Numbers
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	

OTHER PERSONS WHO MIGHT BE ENTERING YOUR HOME OR ON YOUR PROPERTY			
(realtor, housekeeper, gardener, pest control, relative, friends, etc.)			
Name/Relationship	Phone	Key to home?	Date/Time of Visit?
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	

PLEASE LIST THE LOCATION OF THE FOLLOWING	
Broom/Vacuum	Alarm System Panel
Water Shut Off Valve	Fire extinguisher(s)
Breaker Box	Fuses

HOME INFORMATION	
Gate Code:	Garage Door Code:
Alarm Entry Password:	Alarm Exit Password:
Alarm Company Name & Phone #:	Alarm Code Word:

Please note any common problems with your house we need to be aware of during our visits:

* This signed document is authorization for Leaside Dog Walkers representatives to enter the above premises for the purpose of pet care or home security.

Client Signature:

Date _____

Leaside Dog Walkers:

Alison Smith, Owner/Operator

Date _____



Owner/Operator: Alison Smith
Phone: (647) 783-4946
Email: info@leasidedogwalkers.com

Pet Information Form
(for multiple pets, complete one form per pet)

We ask many questions in order to best protect your pets and other clients' pets. Detailed information enables us to use extra care and to take any necessary preventative measures while providing for every pet in our care.

Client Name: _____

Pet Name: _____
Toronto Pet/Rabies License # _____

Sex: Female Spayed? No Yes Male Neutered? No Yes

Color: _____

Distinctive markings: _____

Breed: _____ Pet Date of Birth: _____ Weight: _____

Pet's collar color: _____

How do you describe your pet's personality?

Friendly Easy-going Aloof Excitable Stubborn Meek Other _____

Behaviour toward strangers?

Excited Friendly Aloof Cautious Stressed Scared Defensive Aggressive Indifferent

Has your pet ever snapped at, bitten, or acted aggressively toward a person? Yes No

If yes, please explain: _____

Is your pet good with children? Yes No

Does your pet have a history of biting or fighting with other animals? Yes No

Are you aware of any reason we should approach your pet with caution?

How does your pet react to your absence from home?

Favorite toys / activities / special words?

May you give your pet treats? Yes No Yes, but only this kind _____

What is your dog's favorite walking route? _____

Is your yard fenced? Yes No Does your dog use a pet door? Yes No

Where should pet waste be disposed of? _____

Does your dog have good recall? _____

Is your dog allowed off leash? Yes No

Does your dog come when you call? Yes No

If your dog is off leash and won't return to you, how do you regain control?



Owner: Alison Smith
Phone: (647) 783-4946
Email: info@leasidedogwalkers.com

Pet ____ of ____

Veterinary Treatment Authorization

This form will be retained on file and will be used to authorize veterinary treatment in the event that your pet(s) require treatment during your absence and we are unable to contact you at the time. Should you change veterinarians, please notify Leaside Dog Walkers immediately. *Your signature is required to authorize treatment.

Client Name: _____
Address: _____ City: _____ Prov: ____ Postal: _____
Home Phone: _____ Work Phone: _____ Mobile: _____
Email: _____

To whom it may concern: I have contracted for services from Leaside Dog Walkers during my absence. I authorize Leaside Dog Walkers to transport my pets to my veterinarian (or to an emergency clinic) and, on my behalf, to request veterinary treatment and services when they deem it necessary. I accept full responsibility for charges incurred in the treatment of my pet(s), not to exceed the following amounts for each pet:

Pet Name- Description- Maximum Amount	
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

If multiple pets require treatment, do not exceed a combined total of \$ _____.

Special Instructions: _____

Leaside Dog Walkers reserves the right to utilize the services of any available veterinary clinic. If time permits, we will attempt to utilize your primary veterinary clinic. If it is not practical to do so, the following information will be helpful if the clinic we utilize requires documentation from your primary clinic.

Primary Veterinary Clinic: _____
Address: _____ City: _____ Prov: ____ Postal: _____
Phone: _____

Preferred **Urgent Care** Veterinary Facility: _____
Address: _____ City: _____ Prov: ____ Postal: _____
Phone: _____

I authorize veterinary treatment for my animal(s) during my absence. I understand that Leaside Dog Walkers assumes no responsibility for the loss of any pet and is released from all liability related to transportation, treatment and expense. I have made advance arrangements with your office to pay all charges and fees that are incurred on my behalf, immediately upon my return.

*Signed _____

OR: Mastercard Visa Card number: _____ Exp. Date: ____/____

Name on card: _____ *Signed: _____

Maximum charge authorized for veterinary care and pet medications only \$ _____