



On The Go Concierge

114 Allendale Dr.
Nashville, TN 37205

Dear Client

Welcome to **On The Go Concierge LLC**! Your needs are very clear, and I'm delighted that we'll be working together to make sure they're met!

In the meantime, please prepare a few things to make your registration meeting and subsequent visits most effective.

Please fill out the following materials and have them completed in time for your registration meeting with your sitter. Feel free to take your time with it. (Keep copies for yourself.)

- Client Service Agreement
- Client Information Form
- Pet Information Form
- Vet Release Form
- Locksmith Release Form
- Pet Guardianship Form

In addition to the above paperwork, your sitter will also collect the following at the conclusion of your registration meeting:

- 2 (two) copies of your key/s
- One parking pass (if necessary)

The attached Policies and Procedures are for you to keep.

Should you have any questions or need clarifications, just call me. I'm looking forward to working with you!

Happy Tails,

Kimberly Graham
CEO On The Go Concierge LLC
615-873-0751
Kimberly@onthego4you.net

On The Go Concierge **POLICIES & PROCEDURES**

I want you to be familiar with policies/procedures. **Please read these very carefully so that there are no misunderstandings later on.**

FEE You have selected the **Service**. The daily fee is **Cost**.

PAYMENT AND DEPOSIT: You may choose to pay by Check, Venmo, CashApp, PayPal or your credit card. If paying with a credit card please note there will be a 4% fee to cover processing fees. If you pay by check please mail your payment to the office before your departure. **For first-time traveling clients**, your 100% payment is required prior to beginning service with ON THE GO CONCIERGE in order to secure your dates and service.

Full Payment is required to secure all holiday reservations.

BUSINESS HOURS Our regular business hours are Monday-Friday from 9am to 4pm. The office is closed on all Federal holidays.

RESERVATIONS Your reservation is only confirmed when you have received a final invoice/confirmation via e-mail. You may use our on-line scheduling system to do so. **Messages left are not considered confirmations.**

HOLIDAY FEES we believe strongly that no pet should be left behind, and that no pet-owner should struggle to find responsible and professional care for their pets, especially during the stressful holiday season. ON THE GO CONCIERGE observes all **Federal Holidays** as well as **the two days prior and the two days post Memorial Day, Labor Day, Thanksgiving, Christmas and New Year's**. Should you require service on any of the above days you will incur a **\$25 per visit holiday fee**. **Regularly scheduled daily walks** do not occur on the above days – however, we are happy to add them to your schedule and will assess the holiday fee.

CANCELLATION Except during holiday periods and the summer months, cancellations may be made up to 24 hours in advance of a scheduled visit. After that period, you will be charged for the visit.

Regular daily walk clients may have up to three cancellations per month provided that they contact the office or their sitter prior to 9 am on the day of the scheduled service. Unused cancellations do not roll over month to month. We often have a waiting list for daily walks; as such we cannot 'hold' space for more than one-week for midday clients. Please let us know your vacation schedule with as much notice as possible.

During Holiday periods, 100% payment is due to secure your reservation; cancellation 14 or more days in advance will receive 50% deposit back; cancellation 7-13 days in advance will receive 25% of their deposit back; and cancellations occurring 6 or fewer days prior to reserved dates will receive 0% of your deposit back.

CONFIDENTIALITY We recognize that your privacy is important to you and your family. We will not, at any time, either directly or indirectly, use any information for our own benefit, disclose, or communicate, in any manner, any information to any third party. I will also not divulge the dates or nature of your travel or relationship with **ON THE GO CONCIERGE** without your written permission.

VISIT HOURS Morning visits occur between the hours of 7:00 am and 9:00 am. Evening visits will be between the hours of 6:00 pm and 8:00 pm. Midday walks occur between 11:00 am and 2:00 pm. **If your pet has a specific medical need**, please alert your sitter, who will be glad to work with you to set up a specific schedule. Cats are always visited a minimum of every 24 hours and dogs are visited a minimum of every 12 hours.

FRIENDS AND FAMILY ACCESS We understand that your friends and families may want to check in on your pets while you are gone but we must know the names of those friends and family and the dates and times that they are expected. If we arrive at your home and there is an unexpected person in your home, we will leave the premises and report our finding to the local authorities. Additionally, **ON THE GO CONCIERGE** is not responsible for any damages incurred to or in your home or to your pet during any time period that anyone other than **ON THE GO CONCIERGE** has access to your home. Fair enough?

DELIVERY FEES There will be a \$30 per hour delivery fee if **ON THE GO CONCIERGE** needs to pick-up supplies for your pet. Please remember to leave adequate (or more!) food, litter, leashes, etc. for your pet's needs.

LAST MINUTE SERVICE Sometimes emergencies happen – our goal is to help you when you need it most, even at the last minute. However, **do not assume that we have received your last minute request until you have received an invoice/confirmation via e-mail.** Emergency service is only provided to clients who have a key on file. If we need to pick-up your key prior to service, we may require a minimum of 72 hours and will charge the key pick-up fee of \$10.00

PROCESSING FEE A one-time \$15.00 fee will be charged for procession all new clients at the time of consultation. This fee is non-refundable. This fee will be added onto your invoice.

KEYS ON THE GO CONCIERGE will retain two (2) copies of your key/s at the time of your registration meeting. We will return your keys to you in person within 20 days of receiving written notice of your desire to have them returned. **There is a \$12.00 key drop-off fee**, and you or your designee must be there to receive the keys and sign for them. We do not leave keys in hidden locations on your property and will not mail them to you at your home address, unless sent certified with your signature required. **(Certified mail fees are \$8.00).** Your keys will be kept locked in a safe place with only double blind coding to identify them.

UNSECURED PETS Cats and dogs left out in the yard or with access to a doggy-door are considered free roaming. In the event of illness, injury, loss or death, **ON THE GO CONCIERGE** will not be held liable for these free-roaming pets. It is strongly advised that all pets wear an ID tag with a contact number and that they remain inside your home or confined for their own safety and welfare in your absence. If your pet has a security microchip – please that information during your registration meeting.

SECURED AREAS 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 keep the pet inside or away from any 'forbidden' areas. The pet-sitter does not assume and has no liability for any injuries the pet may sustain while in its own home.

SAFE ACCESS It is the pet-owner's responsibility to provide safe access to their home – shoveling their sidewalks, steps and porch. If the client is out of town during the time of a snowstorm, the sitter will access the home and contract services to clear walkways if necessary. The fee for this service will be added to client's final invoice.

YOU'RE COMMENTS At the end of our service period, or periodically, I will ask you to write a few comments of our work together, as an evaluation. It helps me to see what you liked about the process, what results you received overall and anything else you'd like to add. I find this extremely valuable and now make it a consistent part of working with each client. I thank you in advance for this. Often, I ask clients if I can use these comments in the form of a client testimonial. You'll let me know if that's acceptable.

REFERRAL PARTNERS Many times I've had the opportunity to send a client referrals and I'm thrilled to do it. This happens often and most probably because I get to know a client well and become keenly aware of who their ideal clients are, as well as the results that people get from the services they provide. This means that you may receive a referral from me. On the flip side, my

clients regularly send referrals to my business too. In essence, we become referral partners. Here's what I propose: if you overhear someone saying they'd like to find a reliable and guilt-free way to care for their pets in their absence send them to www.onthego4you.net or ask them to contact me for a quick chat, to see if I can help with their pet care needs. I will do the same for you when I meet someone who would benefit from working with you!

Lastly, one of the things I really believe in is in rewarding my clients for sending referrals and because of that, my business is mostly referral-based. I would be happy to provide you with **a \$10 referral fee off your next service.**

SERVICE AGREEMENT

Please "sign" and date this form, then either email it to me (this is preferred), or provide it to your sitter during your registration meeting BEFORE our first service visit. We will not start our service until I receive it, hence the email preference. Keep a copy for yourself.

My address is:

Today's date:

Your Name:

Whom may I thank for your referral?

Services: Personalized Pet-Care

Terms:

Rate: Please review your invoice for your fees.

Start date:

1. Ground Rules: The term **ON THE GO CONCIERGE** as used herein refers to the officers, owners, principals, employees, and subcontractors of the company known as **ON THE GO CONCIERGE** and its authorized representatives.
2. Client agrees to contact **ON THE GO CONCIERGE** 3 days prior to departure in order to confirm their travel plans, and to verify the service dates.
3. Client agrees to pay **ON THE GO CONCIERGE** the total fee for the services to be rendered upon signing this agreement.
4. This contract authorizes **ON THE GO CONCIERGE** to enter the Client's home to provide the services listed herein and on the invoice, which shall be an addendum to this service contract.
5. Upon Client's request to provide services in the future via phone, email, or in person, Client agrees that this contract shall be renewed or extended in its entirety, without further written authorization. The term of said renewal shall coincide with the service dates as listed on the most recent of an email confirmation or an invoice.
6. **ON THE GO CONCIERGE** agrees to provide the services stated herein in a reliable and trustworthy manner. In consideration of these services, and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against **ON THE GO CONCIERGE** unless arising from deliberate negligence on the part of **ON THE GO CONCIERGE** or their representative(s).
7. If the pet(s) become ill and medical care is needed while under the care of **ON THE GO CONCIERGE**, Client authorizes **ON THE GO CONCIERGE** to transport the pet(s) to Client's veterinarian (or one who is available). Client authorizes **ON THE GO CONCIERGE** to approve any emergency treatment recommended by said veterinarian when the cost of treatment is within the limits authorized in a Veterinarian Release Form. Client authorizes **ON THE GO CONCIERGE** to take Client's pet(s) to **an Emergency Clinic For Animals**

when the Client's veterinarian is not immediately available. Client further agrees to promptly reimburse **ON THE GO CONCIERGE** for any expenses incurred for emergency treatment. Client releases **ON THE GO CONCIERGE** from any and all liabilities related to transportation, treatment and expense resulting from emergencies.

8. Client agrees to reimburse **ON THE GO CONCIERGE** for the purchase of materials necessary for the satisfactory performance of duties; and for any emergency expenses incurred resulting there from.
9. If Client is delayed in returning home, Client agrees to notify **ON THE GO CONCIERGE** of such delay, and agrees to pay **ON THE GO CONCIERGE** for any additional visits required until their return.
10. Client agrees to pay **ON THE GO CONCIERGE** the regular per visit or daily rate if additional, necessary or unnecessary, visits are made due to Client failing to notify **ON THE GO CONCIERGE** upon their return home.
11. This contract is for the total number of visits, at the total cost, listed in the invoice and shall be extended or renewed upon Client's request to provide services in the future as outlined in article 5 above. No additional fees, except as noted herein, shall be levied.

The Client fully understands the contents of this contract and agrees to pre-pay the total fees for services stated herein, and to pay any additional charges due when the service has been completed. In the event any part of this contract shall be determined to be invalid it shall have no bearing on any other part of this contract.

Above agreed to by _____ (Client's Signature)
on _____ (Date)

CLIENT PROFILE

Name			
Address			
Home Phone		Cell Phone	
Work Phone		Email	
		Do you check when traveling?	Y N
Spouse/Partner:		Phone:	
Emergency Contact Name:		Emergency contact Phone:	
Your Birthday:			
(this is the person I will call if I have an emergency and cannot get to your pet/s)			
Anyone else with a key to your home? (Service workers, neighbors, and friends, family?) Y N			
Name/s:	Date/s // Time/s expected		
<i>Client understands that On the Go Concierge is not liable for any negligence on the part of anyone other than On the Go Concierge who has access to the home. Should On the Go Concierge find an individual in the home during their service visit who is not listed above, they will notify the local police authority (Initial)</i>			
Vet Name		Vet Phone	
Vet Address			
Location of pet carrier (in cases of emergency evacuation, most human/animal shelters will not care for pets who are not in a crate)			
Location of cleaning supplies			
Security code	Word for accidental alarm cancellation (in case of power outage)	DNA	
Security company			
Please notify your alarm company that ON THE GO CONCIERGE will be caring for your pets.			
If applicable, please provide a gate card, parking pass or remote for use by your sitter.			

PET PROFILE

Pet's Name			
Birth date		Species	
Gender		Altered	
Breed			ID chip?
Description:			
Food 1:			
(type, how much, special tricks?, feeding schedule, where stored) Half cup in the morning; half cup at suppertime. We will feed her unless we specifically ask you to do so.			
Other Food instructions:			
Leave can opener, measuring cups, spoon/fork, meds and paper towels out!			
Medication/instructions			
Current on Vaccinations?	Y	N	No? Please explain:
Attitude toward strangers	Excited Friendly Aloof Cautious Stressed Scared Mean Defensive Indifferent		
Has this pet ever bitten anyone or acted aggressively toward anyone? Y N			
Yes? Please explain			
Do you have homeowner's insurance that will cover you in an instance where your pet harms another pet or person?			Y N
How many litter boxes?	Where located?	Laundry Room	
One			
Please be sure to leave fresh litter and appropriate tools out near the litter boxes during your absence			
Times per week to completely empty and refresh litter box			Not Applicable
Dispose of dirty litter how?			
Favorite places to go potty outside?			
Favorite places to hide from people?			
Favorite Treats, where kept, how given?			
Illnesses?		Physical conditions to watch for?	

Veterinarian Notification

This is to inform you that my pets are in the care of **ON THE GO CONCIERGE** pet sitting service.

My signature below authorizes you to perform any medical care you deem necessary on my pet(s) if a representative of **ON THE GO CONCIERGE** pet sitting service brings my pet(s) to you. I am limiting services to the following monetary amount:_____.

Pet Owner's Signature

Date

Locksmith Notification

This is to inform you that my pets are in the care of **ON THE GO CONCIERGE** pet sitting service.

My signature below authorizes you to perform any emergency repair or entry services deemed necessary to access my home at XXXXXXXXXXXXX by a representative of **ON THE GO CONCIERGE** pet sitting service.

Pet Owner's Signature

Date

Pet Guardianship

In the unfortunate event that something happens to you, please name who should be contacted to take over the care of your pet(s).

Please be sure the named person(s) is aware that you are appointing them as guardian(s) of your pet(s).

In the event of an emergency, which incapacitates me, I authorize **ON THE GO CONCIERGE** to turn my pet(s) over to:

Name:

Address:

Home Phone:

Cell Phone:

Work Phone:

Relationship:

Pet Owner

Date