



Thank you for choosing Oz Pet Minders!

New Client Pack

Instructions:

Please print one copy of this pack and complete. Your OPM Representative or Pet Care Professional will pick up completed forms at your initial consultation. Thank you for your business!

This Pack Includes:

- New Client Contact & Information Form
- Pet Profile Form (*One copy for each pet*)
- Contract, Legal Terms & Conditions (*Sign and return*)
- Acknowledgements, Authorizations & Representations (*Incl : Opt-in Key Return Policy*)
- Veterinary Release Agreement
- Rates and Services
- Service Request (*Initial pet sitting dates OR first month of Dog walks*)

Have These Items Ready for the Initial Consultation:

- All Your signed documents
- A key for the pet sitter. We will provide a keytag and label them with your pets name & Unique OPM ID Number (No surname will be put on your key)
- A 2nd key (Complementary spare). We keep this one in our safe in rare cases whereby unusual circumstances beyond our control arise so we can always get to your friend!
- Emergency contact information for yourself, and 2 other contacts
- Trip information (hotel, etc) for vacation Pop-in service or work info (location, work phone) for Daily Visits.

Please Note: Full payment for all bookings is required at the time of Confirming the booking. Only once full payment has been received by Oz Pet Minders and a confirmation email has been received by the client, is the booking confirmed.

Oz Pet Minders
Your *Trusted* Pet Care Alternative
0419 524 881
Info@OzPetMinders.com.au
www.OzPetMinders.com

Client Contact & Information Form

OPM Client Number # _____ (Office use ONLY)

Document Number # _____ (Office use ONLY)

Client Name _____

Spouse/Partners Name _____

Address _____

City _____ State _____ Post Code _____

Phone contact numbers:

(Mobile) _____

(Work) _____

(Other) _____

Email: _____

Emergency Contact 1

Name: _____

Phone: _____

Emergency Contact 2

Name: _____

Phone: _____

Pets names:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

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Pet Profile Form

OPM ID Tag Number # _____ (Office use ONLY)

Please tell us about your pets (Please complete 1 profile form for each pet)

Client Name: _____

Pet Name: _____

Type of pet: _____ Breed: _____

Colour/Markings: _____ Age: _____ Date of birth: _____

Sex: Male Female Neutered/Spayed: _____

Council Tag #: _____ Microchip #: _____

Veterinarian

Name _____

Address _____

Phone _____

Feeding: Please describe your pets feeding instructions and where the food is kept. (how much/how often)

Medication: Is your pet on any medications that must be administered? If yes, please describe the medication procedures including name, dosage and where it is kept.

Other notes about your pet we should know:

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Contract and Legal Terms & Conditions

Booking Conditions and Payment Terms

- All bookings, cancellations, date changes and refund queries are to be made by contacting us on **0419 524 881** during business hours.
- No bookings, booking changes or monies will be accepted by Oz Pet Minders Carers under Any Circumstances.
- Full payment for all bookings is required at the time of Confirming the booking. Only once full payment has been received by Oz Pet Minders and a confirmation email has been received by the client, is the booking confirmed.
- Unless otherwise requested by the Member, credit card details will be kept securely on file.
- For our regular dog walking service, the first 7 visits are payable in advance. After this, we will invoice you monthly in arrears. The credit card supplied at the time of your booking will be debited no earlier than 7 days after invoice date, for your previous month's dog walking.
- Before your first booking starts, an Oz Pet Minders carer will visit your home to introduce him/herself, meet your pets, obtain all relevant job details and collect any keys required. This "Initial Visit" is included in your *One off* Lifetime Registration Fee. If any subsequent visits are required (to collect/drop off keys or to meet a new OPM Carer), then an OPM "Pop-in" Visit must be purchased.
- As part of the booking process, Oz Pet Minders will email you a confirmation of your booking details. It is your responsibility to check that the booking details are correct and to let us know if they are not. If you are unable to provide Oz Pet Minders with an email address, or if you do not let us know if the details are incorrect, Oz Pet Minders will not be responsible for any errors which may occur.
- Oz Pet Minders Recommends at least one pet care "Pop-in" visit each day while you are away. If you have **not** booked at least one visit per day (eg you have selected alternate day visits), you acknowledge that there is an increased likelihood of:
 1. Your pets' water supplies running out or becoming dirty.
 2. Food supplies running out in between visits.
 3. Kitty litter trays becoming more soiled than usual.
 4. Your pets showing increased signs of stress.
 5. External factors affecting your property/premises/pets which are out of Oz Pet Minders control.
- Our minimum callout is 30 minutes Including "Pop-ins" which are also a minimum of 30 minutes per booking. This time begins when we arrive at your property/house. For Dog Walking visits, it is a 30 minute service, not a 30 minute walk. Any time spent gaining access to your property/house or putting a lead/harness on your dog/s, is included in this 30 minute timeframe.
- Surcharges will apply if an Oz Pet Minders Carer is required to purchase pet supplies on your behalf. In such instances, a Shopping Surcharge will be added to your booking (Refer to RATES). This covers up

to 30 minutes of your Carer's time and petrol in shopping on your behalf. In addition, you will be charged 33% on top of the value of the pet supplies purchase price. This additional 33% is in place to ensure Carers aren't negatively affected tax wise, nor income wise as a result of paying for your pet supplies. To avoid having to pay this additional 33%, please leave cash out for your Carer (We recommend a minimum \$5 be left for each Calendar day that you are away), should you think your pet supplies *may* run out during your booking.

- Oz Pet Minders reserves the right to turn down any booking (with a full refund) when we feel our service is unsuitable. Possible reasons are to protect the safety of our carers if an animal appears to be aggressive, or if we are concerned for the animal's welfare due to its living conditions.

For guidelines on suitable living conditions for your pet, please visit the RSPCA's website www.rspca.org.au and see their Animals Charter.

Registration

- **All Registration Fees are non refundable.**
- Registration payment does not guarantee that Oz Pet Minders will always be able to accept your booking requests. Oz Pet Minders reserves the right to turn down any booking.

Payment Options



We accept payment for our services online via Master Card, Visa & PayPal. Cash in Person to an Official Oz Pet Minders Representative (No Cash to be given directly to an OPM Carer under any circumstances). Prior to the commencement of our services we will email you an invoice (In pdf Format) which includes a link to pay online in advance of commencing our first pet care visit. Please call **0419 524 881** if you have any questions regarding your payment options.

Booking Cancellations

All bookings under \$500 have a standard cancellation fee of \$25. Bookings over \$500 have a cancellation fee of 5%. Regular dog walking bookings incur a booking cancellation fee of \$25, if cancelled before 7 walks have occurred. There is no cancellation fee for regular dog walking after the first 7 walks have occurred. Upon your notification to cease your dog walking, we will debit your supplied credit card to finalise any unpaid dog walks.

Booking Date Changes

Any money that has been paid for dates rescheduled with less than 2 days notice, will be forfeited. Any new dates added to the booking will be charged accordingly. Date changes with more than 2 days notice can be made readily, as required, subject to availability.

Please note: the above scenarios are based on 2 days notice being Today and Tomorrow.

Date change example - Say you arrive home 3 days earlier than planned and cancel our services for the last 3 days of the booking. Once you notify us, you will forfeit the money paid for the next 2 days of pet care, and the money you have paid for the third day of pet care will remain as credit for future bookings, or refunded.

Pet Walking Policy

OPM prefers all Dog Walking to be on lead using an Oz Pet Minders approved and supplied restraint. Oz Pet Minders does not promote the use of correction chains.

Peak Period Bookings

Christmas Day

There is a minimum Christmas day booking charge of \$50 (excluding New Client Registration Fee if applicable). Full payment is required at the time of booking.

Cancellations : A \$50 cancellation fee applies to Christmas day bookings cancelled on or before 24th December. A Christmas day surcharge applies to every visit falling on Christmas day, except for regular clients holding an ongoing booking.

Easter - dates differ each year, please refer to OPM office

A minimum booking charge of \$50 Applies (excluding New Client Registration Fee if applicable).

Full payment is required at the time of booking.

Cancellations and date changes - A \$50 cancellation fee (or full booking value if booking value is less than \$50) applies to any cancelled Easter booking.

All money will be forfeited on any date changes made to visits falling within the Easter peak period.

No discounted rates apply, except for regular clients holding an ongoing booking.

A \$50 Flat Fee surcharge applies to every visit falling within the Easter peak period, except for regular clients holding an ongoing booking.

Unforeseen Circumstances

While every effort is made to ensure that the same OPM Carer is *responsible* for your entire booking, occasions may arise whereby *another* OPM Carer is called upon to care for your pets. This may be due to, but not limited to, sickness, injury, transportation or logistical reasons. A change in Carer is made at Oz Pet Minder's discretion and may occur without notice.

OPM - Pet Tag Identification System

Oz Pet Minders Provides a unique pet tag ID system, with each and every New client Registration (Refer to RATES for Registration Fee) . This can enable OPM to quickly and easily identify any pet found to be at large and assists us in being able to return your pet/s safely to you. This will not only give you greater peace of mind, but could also save you money from having to retrieve your pet/s from the pound. Please understand that if our office is unattended (eg weekends, public holidays and after normal working hours), there will be a delay in us being able to identify any lost pets.

'Free Visit' Vouchers or Promotions

Any 'Free Visit' voucher or promotion is for a 30 minute "Pop-in", non public holiday, non peak period visit. When different priced visits are booked for a single booking, the free visit will be for the lowest price visit.

Additional notes or questions:

Please print clearly:

Client/Owner Name:

Signature: _____

Date: / /

Oz Pet Minders Representative

Signature: _____

Date: / /

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ACKNOWLEDGEMENTS, AUTHORISATIONS AND REPRESENTATIONS

1. You are the owner of the pet/s appearing on your booking confirmation and you are the owner or legal occupant of the property at which the pet/s is/are housed.
2. You have fully disclosed to OPM all relevant details as to emergency contacts, veterinary contacts, the pet/s' vices, likes and dislikes, behavioural issues, health and medical information sufficient to enable OPM to provide a high standard of care being that of a caring and prudent pet owner. (Verbal discussions with Carer at any stage, do not form part of the contract unless content appears on your Booking Confirmation). You authorize OPM to deal with any unforeseen or emergency circumstances using its own discretion at your expense (and without reference to you where you have failed to provide OPM with effective emergency and/or veterinary contact details), including temporary relocation of your pet/s if considered prudent.
3. The pet/s does/do not have any disease or health condition which may be transmittable.
4. You acknowledge that certain pets, in some situations, can become stressed, due to your absence. OPM will not be responsible for any property damage that may occur whatsoever, due to the way your pet/s may react to this stress. You also accept that pet excrement may go undetected if it is located in an area of your house/property, which is not immediately obvious.
5. You acknowledge that unforeseen circumstances may arise which may, in the interest of your pet/s' well being, cause additional time to be spent and expenses incurred by OPM attending to such issues.
6. You hereby authorize OPM to obtain veterinary advice or treatment from your nominated vet or if not readily available, an alternative vet for your pet/s, at your expense, if considered necessary or prudent by OPM.
7. You hereby authorize OPM to gain access to your property for the purposes specified in this contract and if considered necessary by OPM for the well being of your pet/s to employ a locksmith at your expense, to gain access.
8. You acknowledge that OPM is not responsible for the security of the premises or for any loss or damage resulting from inadequate, breached or failed security.
9. You acknowledge that OPM reserves the right to decline your booking, or withdraw its service (at any stage), if in the opinion of OPM, inadequate provisions are made by you for the health, safety and maintenance of your pet/s, or circumstances exist which may cause any safety risk to OPM Carers. In the case of service being withdrawn after commencement, you acknowledge that following notification to either you or your nominated emergency contact(s) and the refund of any unexpended monies paid, responsibility for the care of your pet/s reverts to you or your nominated (non veterinary) emergency contact.
10. You acknowledge that these conditions are subject to change and that you have read and accepted the current and updated terms and conditions which appear on our website www.OzPetMinders.com.au.
11. You acknowledge that every time you use the services of OPM in the future, the terms and conditions appearing on the website at that time must be read and acknowledged together with the terms contained in the registration form and booking confirmation as forming the contract between you and OPM, provided that in the event of any inconsistency in the contents of such documents, these terms and conditions shall prevail.
12. You acknowledge that due to OPM operational reasons or for any unforeseen circumstances, occasions may arise whereby OPM cannot strictly adhere to 'time specific' requests. It is Oz Pet Minders usual policy to not offer time specific visits that are more defined than simply AM, Midday or PM. Should Oz Pet Minders agree to and accept a time specific visit request, additional charges will apply and these additional charges will be included in any supplied quote. Acceptance of a time specific request and subsequent payment do not guarantee a time specific visit. However Oz Pet Minders will fully refund all time specific surcharges paid, should that visit not occur within a 30 minute window of the agreed time specific request.
13. You acknowledge that a change in OPM Carer may occur without notice and is done so at the discretion of OPM management.
14. You hereby authorize OPM to pay an amount up to \$500.00 (in addition to the agreed pet care rates) from your credit card facility towards any necessary Veterinary, Locksmith, Pound retrieval or animal supplies expenses, as they are incurred, in accordance with this contract.
15. You acknowledge that you are liable for all locksmith expenses incurred at your property unless caused by OPM having lost your keys.

RESPONSIBILITIES AND INDEMNITIES

You accept responsibility for and fully indemnify OPM, its employees, carers, agents and contractors against any claim whatsoever arising from or in relation to:

16. You acknowledge that you are liable for all locksmith expenses incurred at your property unless caused by OPM having lost your keys.
17. Providing a safe working environment for OPM Carers.
18. Providing OPM with appropriate keys, access information, vet contact details and emergency contact details for every OPM booking.
19. The accuracy and sufficiency of information provided by you on the registration form and/or booking confirmation.
20. OPM's management and control of your pet/s.
21. Any injury to any animal (including your pet/s) or person or damage to property during the time or arising out of the time that OPM has the care of your pet/s, whether or not OPM is gaining access to or departing from the premises, during the actual visiting times or otherwise on the days specified in the contract.
22. Any liability incurred by OPM or its Carers under the provisions of the Domestic (feral and nuisance) Animals Act or any other State, Federal, or Local Government legislation in relation to the ownership or control of your pet/s.
23. Additional expenses incurred on your behalf and payable on request to Veterinary Surgeons, Locksmiths and Animal Pounds in accordance with this contract including but not limited to the amount of \$500.00 authorized for credit card payment on the registration form.
24. Payment of charges specified by OPM at the time of confirmation of your booking, together with additional charges, payable on request, for time spent by OPM and expenses incurred attending to unforeseen or emergency circumstances or otherwise in accordance with this contract.
25. Force Majeure. If Oz Pet Minders (OPM) is unable at any time to perform any of its obligations whether wholly or partly by reason of any cause beyond its control (including without limitation, acts of God, inclement weather, strikes, lockouts, fires, riots, civil commotion or unrest, interference by civil or military authorities or act of war) OPM may give written notice to that effect to you, giving full particulars of such force majeure. In such instances OPM will liaise with you and/or your

supplied Emergency Contact directly to determine if a workable solution can be found. If no workable solution can be found, the responsibility for the care of the pets reverts back to you or your nominated Emergency contact. OPM services will then be suspended during the Term of the force majeure and all monies received for the services which could not be provided will be refunded.

Please Tick here if you consent to :
Oz Pet Minders Optional Key Retention Policy.

Key Return policy:

Client may agree to allow THE PET SITTER & OPM Office to Keep their keys on file in a secure location for future services. If a Client Prefers to have their keys returned, The Client then Agrees to pay a **\$10.00** pick-up fee for any future services.

Client/Owner

Name: _____

Signature: _____

Date: / /

- House Key(s) Provided** (Retained in OPM KeyBank)
- House Key(s) to be returned at the end of service.**
- In-Home Pet Boarding (No Keys Required)**

Additional Notes or Questions:

Please print clearly:

Oz Pet Minders
Your *Trusted* Pet Care Alternative
Veterinary Release Agreement

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 while in the care of Oz Pet Minders, I give permission to Oz Pet Minders or an OPM representative to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask Oz Pet Minders to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____per pet. I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that Oz Pet Minders care providers work 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 OPM Pet care providers to use their best judgment in handling these situations, and I understand that Oz Pet Minders and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s). We recommend you maintain a credit card on file with your vet.

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered. Such payments will be made within 7 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by Oz Pet Minders for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 7 days of each incident.

Every dog, cat at the site of service will be current (per my veterinarians recommendations) on its annual vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its Annual vaccinations throughout each service visit period. I agree to notify Oz Pet Minders of any signs of injury or possible illness before any visit as soon as the condition appears. Oz Pet Minders reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. Oz Pet Minders strives to provide clean, safe service to each of our clients. In doing so, Oz Pet Minders strongly recommends that each pet and large animal be vaccinated, Wormed, & protected from harmful Parasites according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Oz Pet Minders cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within Oz Pet Minders 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: _____

Signature: _____

Date: / /

How may your Vet Contact you while your pet is with them?

Phone: _____

Email: _____

Oz Pet Minders

Your *Trusted* Pet Care Alternative
Rates and Services

- All Prices are in Australian Dollars (AUD).
- Call **04888 OZ PET (69 738)** to make a Booking.
- Visit www.OzPetMinders.com.au & Click on **RATES** tab for further Details

Registration Fee – Once Only **\$25.00**

This is a One-off *Non Refundable* fee that also entitles you to a Lifetime Registration in our OPM Pet Identification Program. This Once Only charge will be itemised on your very first Booking invoice.

30 Minute “Pop-In” Service **\$24.00**

This Service is provided as an *Alternative* to leaving your pet at a traditional boarding institution (**Up to 1 Dog & 1 Cat** – Please Refer to **Additional Charges Below* for more than one dog & one cat per booking)

Dog Walking Service - 30 Minute walk **\$24.00**

Individual Clients Dog Exercise Session. Strictly Only One Clients Dog/s at a time (Maximum of 2) **No Group Walking.**

Pet Transport - Hourly Charge **\$49.00**

This is charged per hour of travel or *part thereof*.

No Pets ? No Problem ! – Flat Fee **\$24.00**

We also offer 30 Minute Home Pop-in Service calls for clients with no pets or with **Small Animals** that fall outside the normal Cat/Dog Criteria.

***Additional Charges**

Extra Pets – Additional Dogs & Cats – *We Do Not Charge Extra for other animals that fall outside of our Standard Dog & Cat (Or Larger Animal) Criteria. **Flat Fee Per Day - \$5.50**

Lost Dog Pickups - Hourly Charge **\$49.00**

Shopping Surcharge **\$24.00**

Additional Time **Per 15 Minute Block - \$12.00**

Christmas Day & Easter Surcharge (Per Day) **\$50.00**

Standard Cancellation Fee **\$25.00**

Christmas Day & Easter Cancellation Fee **\$50.00**

Extra Visit **\$24.00**

Home Lock-Out Service **Flat Fee Per Call out - \$50.00**
 - Business Hour - 9:00am to 5:00pm
 - After Hours - 5:00pm to 9:00am **Flat Fee Per Call out - \$75.00**

Travel Surcharge **Flat Fee Per Km - \$1.50**

***Additional Services Available Upon Request.**

I understand that payment is due at or prior to time of first service. Monthly contract payments are due on the first weekday of the new month.

Signature: _____ Date: / /

Oz Pet Minders
Your *Trusted* Pet Care Alternative
Rates and Services

Client Name: _____

Phone: _____

Emergency Contacts:

(1) Name: _____ Mobile: _____ Home: _____

(2) Name: _____ Mobile: _____ Home: _____

Dates of Service Requested:

Begin date / / First visit in: AM Midday PM

End date / / Last visit in: AM Midday PM

Service Options (Please tick preferences)

Pet Care Related Services

Additional Home Services

Dog Walking

Mail in

Feeding & Watering Pet

Taking & Forwarding Messages

Waste Removal

Bins In & Out

Change Cat Litter

Junk Mail Management (Retained or Recycled)

Administer Medications

Water Plants

Pet Transport

Home Security Check

Lights on & off (Giving the Appearance someone is home)

Doggy Day Care

Mail Redirection

In-Home Pet Boarding

Home Lock-Out Service (Cheaper than a Locksmith !)

***Additional services can be provided by prior arrangement.**

Please Note: Your list of required services must be able to be completed by a carer in a safe & efficient manner within the time frame agreed to on the day of your booking confirmation. We recommend that a minimum of 30 minutes per day is allocated for a standard Dog Walking Session over and above a generic "Pop-in" Pet Care & Home Services booking.