



\*\*\*\*\*O WV'QP'VJ G'O QXG.'NNE  
CLIENT AGREEMENT & INFORMATION

Name/s:

Address:

Home Phone:

Work Phone

Primary Cell:

Additional Cell:

Primary Email:

Emergency Contact/Phone:

Location of Extra Key:

Do you have an alarm?

To Disarm:

To Arm:

Alarm Company Name/Phone:

Do you have a garage entry code?

If yes, please enter here:

I agree that I have requested O ww'qp'vj g'O qxg.'NNE to take care of my pet(s). I agree to pay the charges accrued for the services provided as outlined in this agreement.

Charge per visit:

**I understand that payment is due at or prior to the time of the first visit.**

Owner Signature:

Date:

Owner Name (please print):

\*\*\*\*\*O WW'QP'VJ G'O QXG.'NNE  
**VETERINARY INFORMATION AND RELEASE FORM**

**Pet #1 Name:** \_\_\_\_\_ **Pet #2 Name:** \_\_\_\_\_  
**Breed:** \_\_\_\_\_ **Breed:** \_\_\_\_\_  
**Age:** \_\_\_\_\_ **Age:** \_\_\_\_\_

**Pet #3 Name:** \_\_\_\_\_ **Pet #4 Name:** \_\_\_\_\_  
**Breed:** \_\_\_\_\_ **Breed:** \_\_\_\_\_  
**Age:** \_\_\_\_\_ **Age:** \_\_\_\_\_

*If any of the pets named above becomes ill or is injured, I request that O ww'qp'vj g'O qxg.'NNE " take the pet to the following animal hospital:*

**Veterinary Hospital Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_

**Alternate Veterinary Office Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_

*I give permission to O ww'qp'vj g'O qxg.'NNE to approve treatment up to \$*

*I will assume full responsibility upon my return for payment and/or reimbursement for veterinary services rendered up to the above-indicated amount.*

*If neither of the veterinary offices named above is available, I authorize O ww'qp'vj g'O qxg.'NNE " to take my pet(s) to another veterinary office for treatment. I understand that O ww'qp'vj g'O qxg.'NNE "and its agents cannot be held responsible for the results of the "veterinary treatment or the loss of my pet.*

*This agreement is valid starting on the date below whenever O ww'qp'vj g'O qxg.'NNE " cares for my pets.*

Owner Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Owner Name (please print): \_\_\_\_\_



.....  
\*\*\*\*\*A i Hicb`H Y`Acj Yz`@@  
**Terms of Service**

**Registration:**

All new clients must make a registration appointment prior to the start of service to review all paperwork, and discuss your pet's needs and schedule. There is a one-time registration fee of \$10 which is payable at the time of your registration appointment.

**Reservations:**

The main office must be notified directly of all new service requests, changes to existing services, or cancellations. If you do not make your request through the main office, Mutt on the Move, LLC cannot be held responsible for any errors in scheduling.

Initial: \_\_\_\_\_

You can make your request by calling (703) 505-8342, or by sending an email using our "Contact Us" link on the website. If you leave a message or send an email, please do not assume that we have received your message until we confirm it. All service requests will be confirmed within 24 hours.

We require a minimum of 48hrs notice for all dog walking reservations. If you make your dog walking reservation with less than 48hrs notice, we may not be able to accept your reservation. If we are able to accept your reservation, a \$10 late reservation fee will be required.

Initial: \_\_\_\_\_

**Payments:**

Reservations confirmed by Mutt on the Move, LLC will be honored without deposit (except for holidays); payment in full will be required prior to the start of service; we will contact you to confirm your reservations 72hrs prior to scheduled service. A \$5 surcharge will apply to any service that is not paid before the start of service. Returning customers may leave a check, along with a signed service agreement for the dog walker, on the counter in your home.

Initial: \_\_\_\_\_

Mid-Day Visits/Walks - Payments from customers receiving regularly scheduled dog walking services shall be paid weekly. Weekly payments are due on the first day of service for that week, with no deposit required, to avoid late payment penalties.

Initial: \_\_\_\_\_

**Inclement Weather**

To ensure the safety of our dog walkers, regularly scheduled mid-day walks are canceled when the Federal Government closes due to inclement weather. If there are no closures, your dog walker will get to your home to care for your pet as soon as safely possible. In extreme weather conditions (i.e., thunderstorms, extreme heat, etc.), dogs will be taken out long enough to relief themselves and the remainder of the visit time will be spent indoors.

**Key Pick-Up/Drop Off**

Two working copies of your house key are required at the time of your registration appointment. For your convenience, your keys will be kept on file indefinitely for ease of scheduling future service. Clients that elect not to keep keys on file with Mutt on the Move, LLC will be charged a \$5 fee for either picking up or dropping off keys.

**Cancellations:**

Regularly scheduled dog walking services cancelled 24 hours in advance will not be charged.

**Service Hours:**

Scheduled service hours for dog walking are from 10am to 3pm Monday thru Friday. We do our best to accommodate special time requests, but cannot always guarantee specific time slots. Priority is always given to pets that require special medical attention and medication.

**Holidays:**

Mutt on the Move, LLC recognizes the following federal holidays and does not provide regular mid-day dog walking services on these days: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If you require a walk on any of these days, you must contact the office with as much notice as possible to ensure availability. Scheduled walks performed on federal holidays will be billed at our standard visit rate plus a holiday fee of an additional \$10 per visit.

Initial: \_\_\_\_\_

**Sick and Elderly Pets:**

Sick pets should be under the care of your regular veterinarian; we will not schedule service for pets that are known to be sick. We are happy to provide service to pets that require medications or have special requirements or needs, such as elderly pets.

I have read and agree to Mutt on the Move, LLC's Terms of Service.

\_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_