

### LOOKING FOR HOME AND PET SERVICES?

Whether you travel for business or pleasure, you entrust care of your home and pets to someone else. Your home is your biggest financial investment and your pets are often your biggest emotional investment. Why gamble on either? Today, services that offer peace of mind are increasingly rare. Fortunately, you can depend upon us!

Advantages of professional home and pet care include the following:

- Security - your home appears lived in to any possible intruder (we rotate lights, pick up papers, set trash out).
- No imposition - no need to have friends or family check on your home or pets.
- Convenience - you can depend upon a trusted person to meet service people, potential buyers or renters.
- Pet TLC - your pets interface with a friendly, trained professional in your home, not a kennel cage.
- Pet health - your pets are not exposed to weather, disease, trauma of strange animals and surroundings.
- Special needs pet care - for those pets who would be too stressed to leave home (senior at age 7, 5 for larger dogs).

### WHY USE A PROFESSIONAL HOME AND PET SITTER

Liberty Home and Pet Services is a professional business. We are trained in home and pet care and conduct our business on the highest of quality and reliability standards. Unlike many commodity services, we enjoy the work we do and make great efforts to build a professional, long-term relationship. **PLEASE NOTE: WE DO NOT BOARD PETS UNDER ANY CIRCUMSTANCES.** We do not believe in the negative impacts on the animals nor do we have proper facilities to do so.

Some of the reasons you should work with a professional include:

- Licensed, insured, bonded, and accredited associates provide the highest level of confidence in home visitation.
- Complete, detailed interview and recording of critical client, home, and pet information plus emergency information.
- Detailed post-visit summary and billing statements.
- Special services in directing home improvements and repairs.

### SOME OF OUR SERVICES

Our focus is home and pet services. Our primary services include the following:

- Home inspection and security verification with flexible visitation structures (including hurricane watch).
- Take in mail and newspapers, take out trash.
- Pet visits including feeding, exercise, play, medication, minor grooming, pet nutrition consultation.
- Pickup and delivery of foods, materials, pet travel for veterinarian (smaller pets only).
- Provide after-hours, emergency visits should travel prevent your return in timely fashion.

Although our focus is obvious, we specialize in going beyond the conventional. Other unique services include:

- High technology interface including email updates, 24 hour cell service, and digital photos (if requested).
- Assistance to shut-ins with monitoring, delivery, and oversight of work and visits by other service people.
- Provide outside consultation and recommendations on home decoration and technical services.
- Assist in potential buyer/renter interface and support for home rental and sales.
- Plant and floral care.

### QUALITY STANDARDS FOR HOME AND PET SERVICES

We take pride in our business and the professional interface needed to build your trust. You will learn from our interview process that we take our interface seriously and with pride.

Our quality standards and professional references include:

- We are Certified Pet Specialists, Licensed, Insured and Bonded.
- Member Pet Sitters International (PSI) and National Association of Professional Pet Sitters (NAPPS).
- NAPPS Certified Pet Care Specialist.
- American Red Cross Pet First Aid Certified.
- We initiate a service contract to ensure complete understanding of services expected.
- If we feel we cannot offer a 100% satisfactory experience, we will not initiate a business agreement.
- Your home and pet are different from your neighbor thus every visit is customized for each client.
- We close each visit period with a summary statement of that day or week.
- You know our costs up front and complete, itemized billing is made on completion of our agreement.
- Absolutely NO outside people are given any interface or personal information unless authorized by the client.



### CHECKLIST (Typical visit)

Below are typical functions performed at each visit (additional activities performed as needed per client agreement).

- Look for signs of intrusion to property as you arrive at residence. Visually inspect all windows, window screens and check doors are locked. Immediately upon entry to home, disarm the Client's alarm system.
- Greet pets and do a head count and assure they have their tags and collars in place before going outside. Check on welfare of shy or reclusive pets daily as needed.
- Go outside for potty break (poop scoop, including litter box, done on each visit and deposited in designated place). Make Playtime/walks/reinforcement of basic training commands/and TLC.
- Check for and clean up pet messes as instructed by clients, using clients cleaning supplies and instructions.
- Treats for pet are given as requested, after second potty break.
- Administer medications (as needed) but medications instructions MUST be on file. Inspect their coats, paws, and do brushing as needed. Do not administer or purchase any medications without authorization from a client.
- Provide food and fresh water at each visit, to all pets in the home and make sure each pet is eating their food.
- Pick up animal waste in our care particularly in public areas. For cats, maintain a scooped litter box at each visit, with all litter swept daily. It must be a clean environment for cats.
- Pick up all newspapers, flyers, packages left in yard or at door. Trash is taken out on designated days.
- Check mailbox and take any items in mailbox inside to designated area.
- Check and lock doors upon entering and exiting clients home never leaving the key in the lock.
- Rotate blinds/drapes and indoor/outdoor lighting (adjust for timers/time of visit).
- Special requests are performed (watering of indoor/outdoor plants, etc.).
- TV/radio adjusted and on proper stations for pets (Animal Planet or soft music).
- Leave notes and reports for clients in Log Book only. If no log book, use LHAPS pet visit summary only.
- One last look around to assure all entry ways are secured, a final pet head-count, ensure everything is in place. Client's instructions. Security alarm is enabled and door is double checked on exit.

### STANDARDS

Below are minimum standards and functions in providing customer service to our clients.

- Call the police (911) upon any suspicious occurrences at the home, including finding people or cars not belonging there, or evidence of tampering with the home
- ABSOLUTELY NO alcohol or drugs will be used/open during our visits or we will immediately leave without service
- NO friends or family will be on site during our visits or allowed access to the home without previous permission
- Handle emergencies according to prior instructions without bothering the client unless there is no other option.
- Maintain the confidentiality of clients, home and its contents business, and travel customs. This means NOT discussing with anyone.
- Maintain a lived in look according to client's instructions, setting all alarms per Owner's instructions.
- Ensure safety of the sitter at all times plus leave on additional lights/TV if sitter's safety is a concern.
- All payments will be made by check or Online invoicing to Liberty Home and Pet Services, LLC, prior to service. Payment is not to be given to any company pet sitter under any circumstances. Payments given to pet sitters will be considered nonpayment because it has not been given or sent to the company or Owner, Marcia Breithaupt.

Below are functions/actions we will **NOT** perform.

- Discuss clients, their pets, home or travel plans in public in any manner that could identify them.
- Depend only on a garage door opener to access the home – we MUST have keys and keypad access.
- Lock keys in the house after service ends, hide keys under doormats, or use hidden keys other than an emergency.
- Go through client's mail unless expressly requested to do so.
- Check answering machines unless expressly requested to UNLESS a pet is missing.
- Call the client unless a serious problem that we cannot handle or the client requests to be called.
- Remove pet from home without permission from the owner other than in an emergency.
- Change pets diets without permission from client or upon Vet instructions.
- Allow dogs outside of client's property without a leash, crate or other appropriate restraint.
- Accept responsibility for unsupervised pets in invisible fences.
- Push entering the home of an "iffy" dog that is unwilling to let us care for it.
- Leave pets that need to be let out to potty for longer than 12 hours between visits.
- Walk dogs in packs or allow dogs to drink from the street on walks.
- Visit animals beyond reasonable time limits, nor ignore some animals while in the home.

### GENERAL COMMENTS

A consultation is required before home and pet services can begin. We want to meet you, your pets, and understand your home and pet needs in order to provide our best service (and lots of Tender Loving Care for the "furry ones").

**PLEASE NOTE: WE DO NOT BOARD PETS UNDER ANY CIRCUMSTANCES. We do not believe in the negative impacts on the animals nor do we have proper facilities to do so.**

### RATES FOR HOME SERVICES \*

Service	Standard Fee	Comments / Surcharges
Consultation (in person)	Free	We visit you!
Home inspection, inside & out (includes hurricane check) - (1 visit, 7am-7pm) (Digital photography w/detailed email/telephone update possible, On-Call 24 hrs.)	\$40 / \$100	\$40/visit -or- \$100/mo. for 3 visits
Home improvement, repair services oversight, meet delivery persons (7am-7pm)	\$40/hr	
Pickup/delivery of foods, home materials, gift buying, errands (prepare mail & packages, dry cleaning drop off, pick-up, video returns, pharmacy pickup, bank deposits)	\$40/hr	
Holiday surcharge (New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day)	\$40/day	Per-day surcharge in addition to regular charges

### RATES FOR PET SERVICES \*

Each visit: Up to one hour/visit (Discounts available for extended stays)	\$40/hr	Up to 3 pets
In-home, "Overnight" stay (7pm - 7 am) Additional mid-day and late afternoon visits w ill be addressed at consultation	\$100/night	Inc. morning & evening visit (upon arrival & departure)
Key pickup or drop-off (if not offered at consultation)	\$20.00	
Vet pickup/delivery or emergency visit	\$40/hr	Owner covers additional Vet fees
Pet pickup, grooming visit, delivery of foods/materials	\$40/hr	Surcharges for significant distances
Email/telephone pet status, digital photography w ith email	Call us!	Call us or discuss at consultation
Holiday charges additional (New Years Eve, New Years Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day)	\$40/day	Holiday surcharges are waived for extended stays over holiday period
Canellation fee: Less than 48 hrs notice = 1 day charge	1 day serv.	Service planned for the last day

### OTHER COMMENTS

- Every effort will be made to oversee your home but Liberty Home and Pet Services, LLC cannot protect from break-in, vandalism, or other acts of nature. We do not anticipate problems but we will do our best to immediately inform you of any instances should they occur.
- Should any unexpected home or pet fees or costs be incurred, Liberty Home and Pet Services, LLC will cover said costs up to \$40 without contacting the client. For fees or costs above \$35, Liberty Home and Pet Services, LLC will contact the client for approvals. We understand emergencies arise and we will be as accommodating as possible to meet such requests.
- All pets must be non-aggressive towards people and other animals; dogs must be leash trained and not an aggressive puller.
- We reserve the right to not take on a client if we feel we cannot adequately meet the expectations of the client.
- Prepayment is required for services if estimated fees at time of consultation exceed \$100.
- Keys, passes, codes, openers are required at consultation. Additional trips for acquiring these is \$20 at a later time. We will coordinate release of these devices per the owner's agreement at consultation.
- Surcharges for lengthy travel times/distances will be added but these will be discussed with the client at consultation.
- Emergency Locksmith calls will be charged if animals are trapped in a home. We will attempt to contact the owner via emergency numbers. Unfortunately, urgent response must be made but often takes several hours thus a \$40/hr oversight fee will be charged in addition to the Locksmith fees to ensure safety of the animal.

### CLIENT

Client: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Directions/Crossroads:

Most Common Travel Purpose:

Business \_\_\_\_ Vacation \_\_\_\_ Regional Purposes \_\_\_\_

### CLIENT CONTACT INFO

Home #: \_\_\_\_\_

Work #1: \_\_\_\_\_

Work #2: \_\_\_\_\_

Cell #1: \_\_\_\_\_

Cell #2: \_\_\_\_\_

FAX #: \_\_\_\_\_

Email address: \_\_\_\_\_

Local Contact: \_\_\_\_\_

Contact info while traveling:

### HOME INFORMATION

Home \_\_\_\_ Apartment \_\_\_\_ Condo \_\_\_\_

Special function/watch areas inside: \_\_\_\_\_

Special function/watch areas outside: \_\_\_\_\_

Lighting/Settings: \_\_\_\_\_

Heating/Cooling System & Settings: \_\_\_\_\_

Keys/Special Entry Instructions: \_\_\_\_\_

Security System/Settings/Pass Codes: \_\_\_\_\_

Alarm Company/Telephone: \_\_\_\_\_

Hurricane shutter service: \_\_\_\_\_

Other notes/comments: \_\_\_\_\_

### RESIDENCE ACCESS BY OTHERS

Person(s) with access to your home: Name: \_\_\_\_\_ Tel: \_\_\_\_\_

*(e.g., Housekeeper, Secretary, Family, Friend)*

Home/building service contact:

### PET

Pet Parent: \_\_\_\_\_

Price per day: \_\_\_\_\_

Address: \_\_\_\_\_

Total: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_ B'day: \_\_\_\_\_ Altered: Y / N Gender: M / F

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### FEEDING

Feeding times: \_\_\_\_\_ am/pm Food & treat location: \_\_\_\_\_

How much food: \_\_\_\_\_ Dry food \_\_\_\_\_ Wet food \_\_\_\_\_ Mix wet/dry \_\_\_\_\_

Pet allowed treats: \_\_\_\_\_ How often: \_\_\_\_\_ Commands before treat: \_\_\_\_\_

### MEDICATIONS

Medications: \_\_\_\_\_ Quantity: \_\_\_\_\_

How often: \_\_\_\_\_ Special medication handling: \_\_\_\_\_

Shots/Vaccinations: \_\_\_\_\_ Last update: \_\_\_\_\_

Preferred Veterinarian/Doctor: \_\_\_\_\_ Telephone: \_\_\_\_\_

2<sup>nd</sup> choice Veterinarian/Doctor: \_\_\_\_\_ Telephone: \_\_\_\_\_

### BEHAVIOR , ENTERTAINMENT , & CLEANING

How do you describe your pet's personality? (friendly, easy going, aloof, apprehensive):

Pet entertainment (toys & locations, types of games?):

Pet leash & collar (locations):

Does your pet like to be brushed? (locations of brushes/combs):

Cats de-clawed?

Has pet survived previous heat stroke?:

Walking routes & exercise instructions:

Cleaning products & doody bags (sponges, broom, garbage bags, dust pan, wash supplies, Hand-Vacs, Hand-wipes):

Towels to dry pet:

Disposal of waste/cleaning materials:

Disaster preparedness (pet carrier, location, Evacuation location, safe room, extra supplies):

NOTE: Cleaning procedure/solutions must be chosen and left for the handler. Food dyes and natural pet body fluids may stain/damage furniture/carpets beyond the handler's control and thus we cannot be held responsible.

**PURPOSE**

- This document authorizes Veterinarian care for pets under the temporary care of Liberty Home and Pet Services should there be an emergency.
- If the owner is not able to be contacted, an authorized third party approves such services.
- Should a third party not be reachable, the Vet should proceed to provide all emergency services they consider necessary and appropriate to correct the problem up to the cost limits noted.
- Liberty Home and Pet Services, LLC is not to be held financially responsible for any services rendered.

**PET PARENT/PET**

PET PARENT: \_\_\_\_\_ Emer Tel #1: \_\_\_\_\_  
Address: \_\_\_\_\_ Emer Tel #2: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
Contact #2: \_\_\_\_\_ Tel #: \_\_\_\_\_  
Pet's Name (1): \_\_\_\_\_  
(2): \_\_\_\_\_ Vet #1: \_\_\_\_\_  
(3): \_\_\_\_\_ Vet #2: \_\_\_\_\_

**MEDICATIONS / HEALTH HISTORY**

Medications: \_\_\_\_\_ Quantity: \_\_\_\_\_  
How often: \_\_\_\_\_ Special medication handling: \_\_\_\_\_  
Other important medical information:

**APPROVALS**

I hereby approve the release of emergency pet care for my pets based upon the information above.

Pet Parent: \_\_\_\_\_ Date: \_\_\_\_\_  
Maximum services: \$ \_\_\_\_\_ VISA/MC: \_\_\_\_\_ Exp: \_\_\_\_\_  
(e.g., \$250/\$500/\$1000)

**OTHER COMMENTS/INFORMATION**

**CLIENT**

Name: \_\_\_\_\_ Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Tel. (primary): \_\_\_\_\_ Tel. (secondary): \_\_\_\_\_ Email: \_\_\_\_\_

**PURPOSE**

- This form is provided as a legal release for proper home access and services from Liberty Home and Pet Services. For pet services, it is critical that full access be available to ensure pet safety and security. This form allows a representative to freely enter the community and owner's property.
- This form will be held by Liberty Home and Pet Services, LLC and shown to any security or legal personnel at their request.
- This form may be left at a guarded entrance but we ask it be placed on proper file to prevent being misplaced by security personnel (owner's discretion).
- Proper identification will be provided by a Liberty Home and Pet Services, LLC representative upon request and at any time.
- With such approval, Liberty Home and Pet Services, LLC agrees to any and all security limitations for a given community as long as they do not conflict with regular and ongoing services as requested by the owner.
- The homeowner has explained all home security systems. Should a false alarm occur, Liberty Home and Pet Services shall not be held responsible if operations were done as described.
- If special security systems are in place that require notification of a contracted security company, we ask the owner directly contact them and inform them of our services.
- Home keys and/or gate passes will be provided by the owner and returned upon completion of services.

**CLIENT APPROVAL FOR SECURITY ENTRANCE**

I hereby give my approval for free and open access to my home and secured community noted by the following estimated start and end dates for the following person(s). Should this be an ongoing service, the dates are noted as "ongoing".

Client: \_\_\_\_\_ Start date: \_\_\_\_\_

Liberty HPS: \_\_\_\_\_ End date: \_\_\_\_\_

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

**OTHER COMMENTS/INFORMATION**

Empty box for other comments/information.

### HURRICANE PREPARATION

Hurricanes, floods, wildfires, terrorist attacks, and other national disasters can strike anytime, anywhere. It is very important that you make preparations well in advance and the whole family is aware of what to do if a disaster strikes. In the event of a disaster, proper preparation will pay off with the safety of your family and pets.

The first thing you want to do is develop an emergency plan. When developing your family plan add specific plans for your pets. Assign each family member a pet to locate and care for. Decide where you will be going and pick a meeting place for your family in case of separation. Think of who you can call outside your area.

An out-of-state contact can be helpful if communications are down in a disaster zone and let them know your disaster plan and where your family would go if evacuated. The best emergency plans include many people and systems that can back each other up. Please include family, friends, neighbors, your veterinarian and pet sitter. It is always good to contact hotels and motels to check who accepts pets. Build a phone tree. One person phones two people to see if they need help. These two people each phone two more and so on.

### HURRICANE EVACUATION AND PETS

**IF YOU EVACUATE:** Take your pets with you. Animals left behind can easily be injured, lost or killed. Animals left in a house can escape through broken windows or storm-damaged areas and if turned loose are left to fend for themselves which could be fatal. Find your pet relocation options. Contact your veterinarian and pet sitter to help you. They are going to be your best resource for your pet's safety.

**IF YOU DO NOT EVACUATE:** Identify a safe area in your home. Keep all dogs on leashes and cats in carriers to ensure their location. Also make sure they have on ID tags and have your pet disaster kit with them. Let your emergency contacts know you will be in your home and let them know where your safe room is.

### IF DISASTER STRIKES WHEN YOU ARE OUT OF TOWN

If You Are Out of Town, check with your pet sitter to see what their emergency plan is for your pet. Most sitters already have emergency plans in place. Make sure you have your pet's disaster kit ready and let the sitter know exactly where it is. Make sure the sitter has all your emergency information as well as your emergency contacts in the case you are not reachable they can let someone know your pet is safe.

Your pet sitter is your most valuable resource in emergency situations. The sitter can secure your home and let your neighbors know where your pets will be. Most sitters keep keys to their clients' homes so if you are not traveling but can not get to your home due to work or road conditions your pet sitter may be able to secure your pets when you can not.

### YOUR PET DISASTER SUPPLY KIT

Below is a short, but simple, minimum checklist for your pet should an emergency strike. Please provide this as a minimum:

- Prepare a list for each pet. Kits should be easily retrieved and kept in a water tight container.
- Crate or carrier for each pet large enough to turn around in, and cat carriers large enough for a small litter box.
- Rotate all foods into use, and replace with fresh food every two months.
- Collars and leashes for all pets (including cats) with ID, microchip number, and rabies tags on all collars.
- Pet first aid kit including bandaging material, antiseptic ointment, alcohol, gloves, tweezers, muzzle and gauze.
- Veterinarian information and vaccination records and current picture of each pet.
- Three week supply of each pets medications.
- Sedatives for pets that frighten easily.
- Disposable litter boxes with extra cat litter.
- Plastic bags, paper towels and cleaning supplies.
- Three week supply of food and drinking water for each pet.
- Manual can opener and food and water bowls for each pet.
- Toys or blankets your pet will find familiar.
- Towels and grooming items.
- Detailed instructions for animal care and rescue workers.
- Copy of emergency numbers and family evacuation plan.
- Flashlight and batteries.





### AGREEMENT

Client: \_\_\_\_\_ Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Tel. (primary): \_\_\_\_\_ Tel. (secondary): \_\_\_\_\_ Email: \_\_\_\_\_

### PURPOSE OF AGREEMENT

The purpose of this agreement is to state the duties and obligations of Liberty Home and Pet Services, LLC and the client and the respective care and handling of the stated home, pet, and/or other services. The referenced home and pets are fully described in the "Client Profile" and "Pet Profile" documents necessary for service commitment.

The owner/homeowner, hereby agrees to indemnify and hold harmless Liberty Home and Pet Services, LLC from any and all liability that may result from the following; injuries inflicted by the pets on other animals, on the handler, on the owner, or on third parties; any injuries that may be suffered by the pets; destructive behavior in the home, home soiling. (Note: valuables or sentimental items should be safely stored.) **Note: WE DO NOT BOARD PETS UNDER ANY CIRCUMSTANCES.**

### EMERGENCY NOTIFICATION (Home and Pet)

#### HOME / OWNER EMERGENCY

Should damage, illegal activity, or general concern arise and the owner cannot be contacted, the following person should be contacted for recommended action and/or authorization. Should this person be unavailable, we will make a best attempt to temporarily repair/stabilize the situation.

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

#### PET EMERGENCY RELEASE / MEDICAL CARE

Should a pet emergency occur, permission is given to provide immediate pet care through the following Vet. Should this vet be unavailable, a best alternative vet will be chosen. In the event the client is incapacitated or a disaster occurs, and you are unable to make wishes known, said pets should be turned over to the following party. All expenses will be guaranteed by this party.

Contact: \_\_\_\_\_

Vet/Doctor: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

### AUTHORIZATIONS & APPROVALS

- All parties confirm the business agreement documents provided by Liberty Home and Pet Services, LLC and the information provided by the client is understood and agreed to.
- Inaccurate or incomplete information is the responsibility of the client and will void all responsibility of said services.
- This document confirms the approval for limited access to the client's home for home/pet services.
- Any emergency will be handled as spelled out in this form set with charges due upon return per agreed conditions.

Client: \_\_\_\_\_ Start date: \_\_\_\_\_ Time: \_\_\_\_\_

Liberty HPS, LLC: \_\_\_\_\_

Date: \_\_\_\_\_ End date: \_\_\_\_\_ Time: \_\_\_\_\_

Pre-paid service price: \_\_\_\_\_

- NOTE: (1) Prepayment of services or a deposit is required to reserve service dates and times.**  
**(2) Business will NOT be initiated without house keys/gate passes. Keys will NOT be kept in unprotected areas (under mats). A key pickup/return charge may apply if not available at consultation, and is required to be returned via additional trip at end of service.**  
**(3) Cancellation fees may apply or the deposit may be used for future one time service.**