

fabled

farm & pet sitting



INTAKE PACKET

Welcome to the Fabled Farm & Pet family!

We are so excited that you have chosen us to provide care for your backyard birds! Our mission is to provide the best quality care by treating our clients' critters as if they were our own. We have designed our services to enrich your critter's life as well as your own. We want to make enjoying your hobby less stressful with our services. We want to enrich your critters' lives by giving them top quality care, and by giving you opportunities to enjoy time away from home without having to worry!

Enclosed is your Registration Packet for backyard bird feeding services. Please print a copy of this packet and complete all forms prior to your scheduled initial consultation. At the initial consultation, your caretaker will review the materials with you and answer any questions you may have.

This Registration Packet contains:

- Services and Pricing Guide
- Client and Emergency Contact Form – please fill out in its entirety
- Feeder Information Form – please complete one form for each pet in the household
- General Home Information Form - please fill out in its entirety
- Key Handling Form – please sign and date
- Liability Form – please sign and date

We want to ensure your initial consultation goes smoothly and that your experience with Fabled Farm & Pet Sitting is a positive one. Please feel free to contact us if you have feedback, questions or concerns. I can be reached by the contact form on my website or by texting 330-704-0216, calls may not always be answered but if you leave a message I will return your call as soon as I am able. Thank you!

Pricing Information:

Services:

1. Drop in care

- a. 30-60 minutes - \$25 per visit
- b. 60-90 minutes with a 20 minute walk - \$45 per visit
 - i. Add on multiple pets - \$5 per animal/cage
 - ii. Add on medication administration - \$8 per administration

2. All day care - 7am-9pm

- a. Able to stay at the clients house for at least 6 of the 14 hours - \$75 per day
- b. Able to stay at the clients house for at least 8 of the 14 hours - \$100 per day
- c. Able to stay at the clients house for at least 10 of the 14 hours - \$125 per day
 - i. Add on multiple pets - \$15 each
 - ii. Add on medication administration - \$8 per administration
 - iii. Add on walk - \$5 per 10 minutes

3. Boarding for small pets

- a. Daily fed reptiles - \$10 per day per cage
- b. Weekly fed reptiles - \$5 per day per cage
- c. Small rodents - \$10 per day per cage
- d. Rabbits - \$15 per day per cage
 - i. Add on food preparation (salads, etc) - \$5 per meal
 - ii. Add on medications or other special care - \$5 per administration
 - iii. Add on enclosure cleaning - \$10 per cage cleaning

4. Farm sitting

- a. Feed only 1 animal - \$25 per visit
 - i. Additional animals - \$10 per animal
 - ii. Add on turnout - \$10 per animal
 - iii. Add on stall cleaning - \$10 per stall **anything more in depth than a quick pick such as stall stripping will be subject to additional fees**
 - iv. Add on medications - \$10 per administration
 - v. Add on misc tasks (egg collection, fly spray, blanketing, etc) - \$10 per task.
more difficult or complex tasks may be requested but will be only be accepted on a case by case basis, further fees may be discussed depending on the task

5. Outdoor bird feeding

- a. Drop in - \$25 per visit
 - i. Add on cleaning - \$5 per feeder
 - ii. Add on nectar, fruit, or suet spread preparation - \$5 per preparation
 - iii. Add on filling birdbaths - \$5 per birdbath, filling only (*cleaning will be considered on a case by case basis with additional charges)

Additional Service Fees:

First In-Person Consultation (\$20) – Registration fee that covers initial meeting and interview with your sitter. This is a one-time charge unless you move, and then another meeting is required to obtain new keys and paperwork (see Update Fee).

Update Fee (\$10) – When an existing client moves to a new residence, gets new keys, does not provide the keys at the initial consultation, or adds a new pet to the household

Midday Dog Walks (\$20) – Standard 25 minute visit between 10am-4pm with a guaranteed two-hour window. Walks are accepted on a case by case basis depending on route availability.

Pet Taxi (\$30) – Cost is each way within a 5-mile radius of your home. Additional \$2 per mile fee is applied if outside the 5-mile radius. Vet appointments are then additionally charged as pet sits for each 30-minute block of time. Livestock trailering is not a service we offer at this time.

Holiday Surcharge (\$10 per visit) – A non-refundable surcharge that is applied per visit to any midday walk or pet sitting service scheduled during holiday times.

2025 Holidays - Jan. 1, Jan. 20, May 23-25, July 3 - 5, Aug 29 - Sept. 1, Oct. 10 - 12, Nov. 26 - 29, Dec. 24- 27, Dec. 31 - Jan. 1

Travel Fee (\$2 per mile) - services offered within 10 miles of downtown McAllen do not incur a travel fee. Every additional mile outside this radius will have a travel fee of \$2 per mile.

Misc. Billing Fees:

Late Payment Fee (\$20)

Returned Check Fee (\$35)

Cancellation Policy:

Midday dog walking cancellations must be received by 5pm the business day prior to scheduled service, otherwise full fees apply. Eligible for a full refund with proper notice.

Pet Sitting & Pet Taxi cancellations require 24-hour notice to guarantee you are not charged for the visit. Eligible for a full refund with proper notice.

Extended Care (more than 4 visits) requires 1 week notice, cancellations without notice are not eligible for refunds. Eligible for a 90% refund of the amount paid with proper notice.

If a client decides to return early from a trip and does not want to continue receiving the services that were scheduled, they will not be eligible for a refund.

NOTE ABOUT TIPPING: Tips are never expected, but always appreciated!

Client Signature _____ Printed Name _____ Date _____

Client and Emergency Contact Information

Please make sure to fill out this form in its entirety and contact us to update this form if something changes, it is very important that we have current contact information for the safety of your pet(s). Please note that all invoices and scheduling/canceling confirmations will be sent via email, please be sure to provide a valid email address.

Primary Owner:

First name: _____ Last name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ Email: _____

Secondary Owner: *authorized to schedule and make decisions regarding the care of the pet(s)*

First name: _____ Last name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ Email: _____

Primary Emergency Contact:

authorized make decisions regarding the care of the pet(s) or take over care for the sitter in the event of an emergency if the primary and secondary owners are not able to be reached. It is preferred that this contact is a family member if possible

First name: _____ Last name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ Email: _____

Relation to client: _____

Client Signature _____ Printed Name _____ Date _____

Feeder Information:

Locations of each feeder:

Location of food to fill the feeders:

Do any of these feeders need cleaned? If so, how many and how often?:

General feeding instructions (how much food, which feeders to fill, etc):

Do any foods need to be prepared (nectar, fruit, etc)? If so, will they need to be prepared before the visit or can they be prepared in your home?:

Do any foods need special care when handling, such as hot pepper seed?:

Client Signature _____ Printed Name _____ Date _____

Other Important Feeder Information:

Please provide any additional information you feel would be important to know, such as any feeders that need extra care when handling, feeders that we would need extra help accessing such as a ladder or gate code, etc.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Client Signature _____ **Printed Name** _____ **Date** _____

General Information For Care in the Clients Home:

If you have a small animal that is being boarded at Fabled Farm & Pet Sitting's home,
you will not need to fill out this form. Thank you!

1. Where should we park when we arrive? Will we need a parking pass or permit?

2. Location of cleaning supplies if needed

3. Location of trash for waste

4. Do you have any specific instructions for dealing with extreme weather such as
thunderstorms, extreme heat (over 90 degrees), etc?

5. Is there any other additional information we should know?

Client Signature _____ Printed Name _____ Date _____

Key Handling Form:

At your initial consultation, please provide us with two sets of keys. One will be kept with your sitter, the other will be securely filed with your packet in case of emergency. If you live in an apartment or gated community, please provide us with any necessary key passes or codes to access your residence.

I have provided Fabled Farm & Pet Sitting with the following:

- The number of keys, doors they open, and any keypads

- Home security information
 - Location of any security pads

 - Alarm code and any additional keys that may need to be used before or after the code

 - Length of time before the alarm is triggered

 - What to do if the alarm is accidentally triggered

- Please let us know if there is anything else that would be helpful to know for someone who has never accessed your home before.
(Examples - door sticks, do not lock deadbolt, hide-a-key location, etc)

I furthermore understand and agree to the following:

- Fabled Farm & Pet does not make backups of client keys
- If I do not provide more than 1 key, I understand that Fabled Farm & Pet Sitting may not be able to respond to an emergency situation in a timely manner. I understand my pet(s) may not receive care as scheduled due to this.
- I further understand that if the services of a locksmith are needed to access my home, I am responsible for all charges as well as the extra time the sitter may need to stay and wait for the locksmith to arrive to grant them access to my home.
- Fabled Farm & Pet Sitting will keep my keys on file for one year following my last service, at which point the keys will be securely disposed of along with my pet packet.
- If the client prefers the keys to be returned at the end of the services provided, they can arrange to have them left at the house or pick them up at no charge. If they prefer to have them dropped off to the home when the client is there, the client will be responsible for a \$10 handling fee.
- If the client updates their keys, they must provide a new set before their next service. These can be dropped off at no cost to the client, or can be picked up for a \$10 fee.

Client Signature _____ Printed Name _____ Date _____

Fabled Farm & Pet Sitting Liability Form: Page 1 of 2

This form is to clarify expectations from both the Pet Owner (Client) and Pet Sitter (Fabled Farm & Pet Sitting) regarding payment, emergencies, and extended stays. This is a binding contract, please be sure to read the entire form before signing. Thank you!

I hereby acknowledge that I have voluntarily requested and reserved to have Fabled Farm & Pet Sitting provide pet sitting services at my home.

This **Pet Care Agreement** is made as of this _____ day of _____ 20____, by and among/between: Pet Owners(s): _____

And Pet Sitter(s): _____

The care and services will be provided at the following address:

Time and Payment. Pet Sitter shall care for Pet Owner's pet(s) as identified and described in the Pet Care Information Form for the time period beginning _____, 20____ until _____, 20____ totaling _____ visits during the time services will be provided.

In consideration for Pet Sitter's care and services, Pet Owner has agreed to pay Pet Sitter _____ per visit totaling in _____ for the services provided. The full amount is due at the time the reservation is placed. Cancellations with proper notice as outlined in the fees section of this document will be eligible for a refund of 90% of the total amount charged. If cancellations are made without proper notice, Pet Owner is not eligible for a refund. In case of an emergency, Pet Owner can request additional visits after the agreed upon dates. If Pet Sitter accepts this request, payment for those visits will be due at the time of the request unless otherwise agreed upon.

Emergencies: If there is an emergency, Pet Sitter will make all reasonable efforts to first contact Pet Owner. If Pet Owner is unable to be contacted, Pet Sitter shall reach out to Pet Owners listed emergency contact(s) on the emergency contact portion of their pet care packet.

Pet Owner authorizes Pet Sitter to seek and obtain medical attention and treatment as deemed necessary by a veterinarian. Pet Owner agrees to reimburse Pet Sitter for reasonable expenses incurred arising from/relating to: medical care and treatment, emergency medical care, and services provided by a veterinarian such as time off work, travel expenses, etc.

Injury and Indemnification. If a pet accidentally dies, becomes ill, injured, or lost, Pet Owner waives and releases Pet Sitter from any claim arising from such an incident. If the pet(s) bites or injures Pet Sitter, or any other human or animal, Pet Owner will be responsible for any resulting injury. In addition, Pet Owner shall hold harmless and indemnify Pet Sitter against any and all costs, expenses, losses, liabilities

and claims arising out of or relating to any acts of the pet(s) except if arising out of negligence or intentional misconduct on the part of Pet Sitter.

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Fabled Farm & Pet Sitting Liability Form: Page 2 of 2

Termination of Agreement. Fabled Farm & Pet Sitting reserves the right to terminate this contract at any time before or during its term if Fabled Farm & Pet Sitting, in its sole discretion, determines that Pet Owner's pet poses a danger to the health or safety of Pet Sitter. If concerns prohibit Pet Sitter from caring for the pet, the Pet Owner authorizes the pet to be placed in a kennel or with an emergency contact, with all expenses to be charged to the client.

Governing Law. The terms of this Agreement shall be governed by and construed in accordance with the laws of the State of Texas, not including its conflicts of law provisions.

Severability. If any provision of this Agreement is held to be invalid or unenforceable in whole or in part, the remaining provisions shall not be affected and shall continue to be valid and enforceable as though the invalid or unenforceable parts had not been included in this Agreement.

Entire Agreement and Amendment. This Agreement contains the entire understanding between the Parties and supersedes and cancels all prior agreements of the Parties. This Agreement may be amended or modified only by a written agreement signed by all the Parties.

I hereby acknowledge that I have voluntarily applied to participate in pet services with Fabled Farm & Pet Sitting. I am aware that there are inherent risks and hazards involved in activities with and around animals, and I am voluntarily participating in these activities with knowledge of potential dangers. I am aware that any animal, regardless of training, handling, or environmental circumstance, is capable of biting and I expressly acknowledge the risks therein.

I AGREE TO INDEMNIFY FABLED FARM & PET SITTING FROM ANY AND ALL CLAIMS BY MYSELF, MEMBER OF FAMILY, OR ANY AGENT WHILE WITHIN BOARDING FACILITIES, WITHIN MY HOME PROPERTY, OR IN THE GENERAL PUBLIC AS A RESULT OF ANY ACTION OR INACTION, OF EITHER MY ANIMAL(S) OR ANY ANOTHER. I ALSO AGREE TO INDEMNIFY, DEFEND AND HOLD THE PET SITTER HARMLESS (NOT RESPONSIBLE) FROM ANY DAMAGE, LOSS, LIABILITY OR EXPENSE, INCLUDING LEGAL COST AND ATTORNEY'S FEES, WHICH RESULT FROM DAMAGE CAUSED BY MY ANIMAL(S)

I have provided all necessary current vaccination documents from a licensed veterinarian attached to the appropriate section of the pet care packet. I have also read this document in its entirety, I understand and agree with everything outlined in the document.

Client Signature: _____ Date _____

Sitter Signature: _____ Date _____

