



Dog Walking and Pet Sitting

3500 N. Causeway Blvd.

Suite 116

Metairie, LA 70002

New Client Welcome Packet

LICENSED 1 BONDED 1 INSURED

www.k9secondline.com

Pet Check Technology Login:

Desktop: dashboard.petchecktechnology.com

App: Pet Check for Pet Owners

(Login after receiving email from Pet Check)

Username (Email): _____

Password (Last Name Lowercase): _____

Lockbox Code: _____ (if applicable)

General Info:

Prior to meeting with one of our employees for a consultation, we request that you **print one copy of this packet and complete all forms** for our records. All private information will remain confidential. Your Krewe Leader will only receive information specifically for your pet's needs.

Included in this packet you will find:

- Information about K9 Second Line
- Rates and Services
- *Pet Information Form* (required)
- *Veterinary Release Form* (required)
- *Service Request Form* (required)
- *Legal Contract* (required)
- *Credit Card Payment Authorization Form* (optional)

Please have the following prepared for the initial consultation:

- All required forms completed and signed
 - 2 sets of keys
- **Emergency Contact information if traveling (Hurricane season requires a contact that can take your pet upon evacuation.)**

Suggested Checklist of Items to Leave for Walker or Pet Sitter:

- Any towels or rags for muddy paws
- Opening devices for canned food
- Leashes & Harnesses, Medicines, Injection Materials & Amount tags on feeding bins
- All-purpose cleaner for floors, carpets and furniture
- Toys
- Treats (Krewe Leader may provide treats upon request)
- Litter box necessities: Scooper, Bags, extra litter
- Additional Contact #'s (Hotel, Relatives, etc.)
- Any special last minute notes:

¹ One key will be provided to your assigned Krewe Leader and the other key will reside securely in our office to be used only in the event of emergency or unforeseen circumstances to ensure uninterrupted service.

About Us

Established April 2011

Brendan Minard and David Bobbin, graduates of Loyola University New Orleans and Tulane University, started K9 Second Line in 2011. They were inspired to start a dog walking and pet sitting business by recognizing the popularity of these services in cities like New York, San Francisco and Chicago. While at Loyola, Brendan received his degree in Communications and Marketing and David received his Masters in Finance. They started the company in 2011 and the business began to grow.

David eventually moved back to his home state of Virginia to take a job in Washington, DC and Brendan continued building K9 Second Line. Over the past 8 years, the company has not just grown in size but in experience and culture. K9 Second Line and it's Krewe have cared for over 400 animals in the New Orleans Metro Area. The K9 logo was created locally and other local artists did artistic versions as well. In each aspect of the company the New Orleans community has taken part in the development.

The K9 Second Line Krewe has participated in local second line parades, charity events and many other community based activities for pets and humans alike. Brendan and his Krewe believe the most important aspect of business alongside customer care is embracing the culture that it exists around it to fully understand and provide for the people and their pets that live within New Orleans. If you would like your pet to experience the best care around just "K9 Second Line Fi Na Nay, have your pets march with us today!"

Our Krewe Leaders

K9 Second Line knows the fears and apprehension associated with hiring a pet caregiver. You can rest assured knowing that all Krewe Leaders are only hired after a thorough background check and drug screening is conducted. We are conscious of your concerns and would never hire an individual without feeling completely confident they will provide the best possible care to your pet.

Community Involvement

LASPCA, Jefferson SPCA, ARNO, Save-An-Angel and more!

Referrals

We appreciate all the positive feedback received from our clients. If you feel like we've done an exceptional job with your pet, please tell others. In response to your kind words to your friends, family and other pet owners we would like to extend a 10% discount on dog walking or pet sitting for that month.

Services and Fees

Free Initial Consultation

We request all clients meet for an initial consultation, this includes getting to meet you and your pets. At this time we would love to hear any and all care instructions you would like our Krewe Leaders to follow. Our goal is to provide a comforting environment to your pet that closely follows his or her regular daily care.

If you feel you are ready to start with K9 Second Line at this time, please have two sets of keys made and ready for your Krewe Leader. This will allow us to have one set for the caregiver and one for our office.

Key Pick-Up/Drop Off

If you cannot provide two sets of keys at the time of the consultation, we will charge a \$10 fee to pick up the keys at a later date. However keys can be left at location in a safe-box or other secure area at no additional charge. If you prefer, you can bring the keys to our office located at **3500 N. Causeway [Suite 116], Metairie, LA 70002** and leave them in the Key Drop Box at least 3 days prior to your scheduled visits.

If you can only provide one set of keys at the consultation, we will charge a minimum of \$10 to duplicate the 1 key. If the key requires special duplication, you will be charged the cost of the key plus an additional \$10 for time and trouble.

Last Minute Reservations and Cancellations

- Visits scheduled with less than 24 hours notice will incur a **double fee of that pet sitting day or dog walk** as our caregivers must adjust their schedules to accommodate yours.
- Visits cancelled with less than 24 hours notice will forgo one walk on their package or be charged a fee of just one walk.

Hours of Operation (Office Hours & Walking Hours)

Weekdays: Monday – Friday between 9am – 6pm (Regular walk price)

Weekends: Saturday and Sunday 9am – 4pm. (After-Hour Walk - Additional Fee)

Holidays: 10am – 4pm (Holiday Walk - Additional Fee)

Walking Hours

Monday – Friday 9am – 6pm

Any walks before or after our regular hours of operation (9am – 6pm) are counted as After-Hours and you can purchase a weekend walk package or an individual walk.

Pet Check Technology:

Pet Check for Pet Owners App (Google/iPhone)

Accountability

All of our features are designed to give pet owners the accountability they demand and deserve. Pet Check is just like pet owners in that we to make sure all pets are happy and safe.

Easy Account Management

Pet owners can easily manage their account, including their schedule, feeding information, veterinarian information, invoicing, and more. Pet owners can leave notes for their walkers or sitters to keep them informed of important updates.

Scheduling

Pet owners can request, edit or cancel appointments from the dog walking and pet sitting companies through the Pet Check scheduling tool. Confirmation will be returned via email or mobile push notification, assuring that your pet will be taken care of when you need it most.

Verified Check-ins

With Pet Check, you'll never again wonder what time your dog walker or pet sitter arrived and departed. Caregivers use their mobile device and the barcode placed in your residence to scan in and to scan out, giving you the exact time of care. No more waiting until you get home to read the handwritten checklist and wondering if it was accurate.

Pet Owner Email and Mobile Alerts

Upon arrival and departure of every appointment, pet owners receive an email or mobile push notification alert with important details of the visit. Use this helpful information to plan your day.

GPS Visit Tracking

Now that you know the exact time your dog walker or pet sitter has arrived, you want to make sure your pet got the exercise you and your dog walker agreed to. No more nightmare stories that pets weren't taken out of the house or were only taken out to the corner and back. Our maps show time elapsed points of where your pet was walked.

Pet Photos

Now that you know your pet is safe, let's have some fun with photos! Your dog walker or pet sitter can take photos during the visit for you to see just how happy and safe your pet is with your caregiver.

Rates:

Flexible Walk Packages

8 Hour Window, 4 Hour Window, 2 Hour Window
(The more time you give us to do the walk the lower the price!)

Dog Walk Package Rates			
	30 Minute Visit (8 4 2 hr. window)	1 Hour Visit (8 4 2 hr. window)	Additional Dog(s)
Individual Walk	\$21 \$23 \$25	\$34 \$38 \$42	\$5 \$6 \$6
5 Walk Package	\$105 \$115 \$125	\$170 \$190 \$210	\$25 \$30 \$30
10 Walk Package	\$210 \$230 \$250	\$340 \$380 \$420	\$50 \$60 \$60
20 Walk Package	\$420 \$460 \$500	\$680 \$760 \$840	\$100 \$120 \$120

Weekend/Holiday/After-Hours Walks

(Use these walks outside of our normal hours)

Weekend and Holiday Dog Walking Rates		
	30 Minute Visit	60 Minute Visit
Individual Walk	\$35.00	\$60.00
5 Walk Package	\$175.00	\$300.00

Monthly Walk Packages

Every Day M-F (22-24 Walks per Month for the price of 20!)

Monthly Dog Walking Rates		
(8 4 2 hr. window)		
	30 Minute Visit	Additional Dogs
1 Dog	\$420 \$460 \$500	\$120.00 per dog

Any 20 Walk Package, Normal or WOW can be converted into a Monthly Package.

Potty Breaks

Potty Breaks		
	10-15 Minute Visit (8 4 2 hr. window)	Additional Dog(s)
Individual Walk	\$15 \$17 \$19	\$3.00
5 Walk Package	\$75 \$85 \$95	\$15.00
10 Walk Package	\$150 \$170 \$190	\$30.00
20 Walk Package	\$300 \$340 \$380	\$60.00

If your pet requires shorter walks then potty breaks are perfect!

These walks are exclusively Monday through Friday, excluding holidays. Walks can be done on weekend, holidays and off- hours however are counted as Holiday/After-Hours Walks. 24-48 Hours advance notice is required for scheduling purposes and 72+ hours for Holidays. Also, any walks after our regular hours of operation (9am – 6pm) are counted After-Hours Walks.

Pet Sitting Rates

Dog Sitting Rates			
Number of Dogs	2 x 30min Visit Daily (Normal Holiday)	3 x 20min Visit Daily (Normal Holiday)	Each Additional Visit
1 Dog	\$55 \$75	\$70 \$90	\$20
2 Dogs	\$65 \$85	\$80 \$100	\$26
3 Dogs	\$75 \$95	\$90 \$100	\$32
4 Dogs +	\$85 \$105	\$100 \$120	\$38

(Add cat sitting to any dog sitting package for \$10 per cat)

Pet Sitting includes:

- Walks, playtime and companionship
- **Email Message Updates (With Photos, GPS Map, Timestamp, Detailed Notes and Poop/Pee Report)**
- Proper waste disposal
- Medication administration (if needed)
- Feeding and water replacement (as requested)
- Mail retrieval (as requested)
- Plant watering and care (as requested)
- Crime deterring measures (light alternating, blind rotations, etc.)
- A detailed note describing the day's events, including any unusual behavior observed

Holiday Schedule:

- Mardi Gras, Martin Luther King Day, Easter, Jazz Fest, Memorial Day, 4th of July, Labor Day, Columbus Day, Thanksgiving, Christmas, New Years Day

***Reservations made within 24 hours of service needed are subject to refusal. However, pet sitting requests (if availability exists) are double the original price per-day.**

****Any client outside of a 10 mile range of the K9 Second Line offices are subject to a travel fee****

(Please contact K9 Second Line offices for further details: 504.475.8204)

K9 Second Line cares for cats too!

Cat Sitting Rates		Holiday Cat Sitting Rates	
Number of Cats	Per Visit		Per Visit
1 Cat	\$27	1 Cat	\$37
2 Cats	\$30	2 Cats	\$40
3 Cats	\$33	3 Cats	\$43
4 or More Cats	\$36+	4 or More Cats	\$46+

Cat Sitting Includes:

- Litter Scooping
- **Email Message Updates (Photos too!)**
- Play-time
- Feeding
- Water Refilling
- Security Measures (Closing Blinds, turning on lights at night, etc)
- Watering Plants
- Providing Medication
- Mail and Newspaper Retrieval

Dog Washing Rates

That's right, we'll pick up your pup, wash 'em and bring 'em home!

Dog Washing			
	Small Dog	Medium Dog	Large Dog
1 Dog	\$55	\$60	\$65
2 Dogs	\$75	\$80	\$85
3 Dogs	\$95	\$100	\$105
4 or More Dogs	\$115	\$120	\$125

Pet Taxi Rates

Does your pet need a trip to the vet, daycare or a friend's house?

We can chauffer pets from one location to another!

Dog Taxi		Cat Taxi	
Number of Dogs	One Way	Number of Cats	One Way
1 Dog	\$25	1 Cat	\$20
2 Dogs	\$32	2 Cats	\$25
3 Dogs	\$37	3 Cats	\$30
4 or More Dogs	\$40+	4 or More Cats	\$35

Client Information Form

Client Information:

Name: _____

Address: _____

Name of Business: _____

E-Mail: _____

Cell Phone: _____

Client Information Form

Spouse Information:

Name: _____

Address: _____

Name of Business: _____

E-Mail: _____

Cell Phone: _____

How did you hear about us?

- K9 Second Line Client Referral: (Whom?) _____

- K9 Second Line advertisement: (Where?) _____

- Internet Search Engine - Which Search Engine? _____

- Other:

Please Describe:

Pet and Entry Information Forms:

Entry Instructions:

Number of Sets of Keys provided: _____

Fob/Gate Entry: _____

Lockbox Code: _____

Locks used (ie: door knob, deadbolt): _____

Is there an alarm system in place? _____

If yes, please provide the code and necessary information for access: _____

Expectations for Visits: Walk (how long) _____

Play time (how long) _____

Treat? Yes No

Bring in Mail? Yes No

Water Plants? Yes No

Location of leash or litter box: _____

Location of food and treats: _____

Location of cleaning supplies: _____

Where should pet waste be disposed of? _____

What kind of parking is available for walker/pet sitter (meters, free parking, driveway)?

Emergency contacts are called only if pet owner is not available. Contacts must be able to authorize additional pet care and or veterinary care should an emergency arise.

Emergency contact 1: _____ Relationship: _____

Phone Number: _____

Emergency contact 2: _____ Relationship: _____

Phone Number: _____

Emergency contact 3: _____ Relationship: _____

Phone Number: _____

Pet Information:

Name of pet: _____ Breed(s): _____

Gender: _____ DOB: _____ How long have you had the pet? _____

Color/markings: _____

Commands: _____

Favorite play activities: _____

Behavior on leash: _____

Temperament: _____

Weight: _____

If a dog, is he/she okay with other dogs? _____

If a cat, is he/she litter trained? _____

Where can the pet typically be found and where should he/she be returned?

Any fears or special notes: _____

Medical Conditions: _____

All shots up to date? Yes No

Has This Pet Ever: Escaped from home? Yes No

If yes, where does he/she escape to? _____

How can he/she be retrieved?

Attacked someone/bit someone? Yes No

Attacked another animal? Yes No

Please describe the incident (even if mild, or under extreme/unusual situations)

Pet 1 Feeding Instructions:

Living Environment (Indoors/Outdoors): _____

Please check the box if the statement applies to your pet:

Dry Brand:

Measure with: _____ Amount: _____ Where to feed: _____

- Breakfast (AM)
- Lunch (MD)
- Dinner (PM)

Special Notes: _____

Wet Brand:

Measure with: _____ Amount: _____ Where to feed: _____

- Breakfast (AM)
- Lunch (MD)
- Dinner (PM)

Special Notes: _____

Medication(s):

Amt: _____ Location: _____ Hide In Treat: _____

- Breakfast (AM)
- Lunch (MD)
- Dinner (PM)

Special Notes: _____

Treat(s):

Amt: _____ Location: _____ Hide In Toy or other: _____

- Breakfast (AM)
- Lunch (MD)
- Dinner (PM)

Special Notes: _____

- Pet(s) are NOT allowed outdoors at all
- Pet(s) are only allowed outdoors on a leash
- Pet(s) can go in backyard with fence
- Pet(s) are allowed on furniture
- Pet(s) have free run of house
- Cat(s) are litter trained
- Dog (s) are crated or kept in a restricted area If crated, command used

Veterinary Release Form

Name of Veterinary Office: _____

Address: _____

Phone Number: _____

Name of Doctor: _____

Emergency/After Hours Veterinary Office: _____

Address: _____

Vet Phone Number: _____

Name of Doctor: _____

Pet Insurance Company and Policy # (If Applicable) _____

I _____ give permission to K9 Second Line, LLC ("K9 Second Line") to seek veterinary service from a veterinarian or veterinary clinic. My preferred veterinary services are listed above. I ask that K9 Second Line inform the veterinarian of my requested total diagnosis and treatment limit of \$_____ for payment of such care (e.g. \$200, \$1000, unlimited).

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, medical supplies, and boarding. Such payments will be made within 30 days of the initial incident.

Further, I agree that every dog, cat, and/or other animal for whom I request service will be current on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that they will remain current on rabies vaccinations for the duration of my service relationship with K9 Second Line, LLC.

I agree to notify K9 Second Line of any signs of injury or possible illness before any scheduled visit. I understand that K9 Second Line reserves the right to cancel service when it suspects that your pet may have a contagious medical condition.

This agreement is valid from the date below and grants permission for emergency veterinary care without additional authorization. I understand that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client Signature: _____ Date: _____

Printed Client Name: _____

Client Contract

K9 Second Line, LLC Client Contract is the contract between K9 Second Line, LLC (hereinafter referred to as "K9 Second Line") and the K9 Second Line, LLC Client (hereinafter referred to as "Client"). By using K9 Second Line, LLC services, Client consents to the following terms:

1. ___K9 Second Line agrees to exercise due diligence and reasonable care and to keep Client pets safe and secure to the best of its ability during contracted dog walking & pet sitting services.
2. ___Should any Client owned or housed pet appear in need of emergency medical attention, K9 Second Line reserves the right to administer aid and/or to use any available veterinarian. Client agrees to hold harmless K9 Second Line and its employees regarding all decisions made regarding the administration of emergency medical attention. Any emergency medical expenses incurred shall be the sole responsibility of the Client including related emergency medical services provided by K9 Second Line. By signing this agreement, Client authorizes any and all emergency care provided by K9 Second Line or a veterinarian.
3. ___Client agrees to pay the rate for services in effect on the date services are provided. Client may be billed with a net 30 day term. Cancellation fees of **one full walk or day of pet sitting** will be applied for services cancelled less than 48 hours prior to a scheduled reservation. Client shall remain liable for all charges incurred for the care and maintenance of the pet(s) identified in this contract. In the event that Client account is in default for collections of any charges for services scheduled and/or rendered, Client agrees to pay all reasonable costs and fees incurred by K9 Second Line including, but not limited to, administrative, collections, court, and attorneys fees and costs.
4. ___Client agrees to pay all invoices within thirty (30) days from the invoice due date. Client agrees to pay late fees on all outstanding balances over thirty (30) days old at a rate of 1.5% per month of the outstanding balance. Client agrees to pay a fee of \$50 for each check returned by the bank due to insufficient funds or any other reason.
5. ___Client affirms that all Client pets are in good general health and are and will remain current on all rabies, DHPP, bordetella, and any other legally required vaccinations when in the care of K9 Second Line. Client must provide proof of all required vaccinations prior to or on the first visit and will provide notification of all vaccination updates to be recorded in Client's K9 Second Line account file.
6. ___K9 Second Line reserves the right to refuse services to any Client, prospective client, or pet at any time for any reason.
7. ___K9 Second Line employees, at their own discretion, may reduce the duration of a pet's walk if the employee deems such action is in the best interest of the safety, health, and well being of the pet and/or employee. (Examples include, but are not limited to, extreme heat and cold).
8. ___Contract service accounts will be billed for the month's services by the fifth business day of each month. Any additional visits incurred during the month will be billed on the following month's invoice. Periodic service accounts will be billed in advance for all services rendered and a summary invoice of monthly services rendered will be

emailed at the end of each month.

9. ___Client approves K9 Second Line personnel to perform random Client site “spot checks” during contracted business hours for quality control purposes.

10. ___Client visits scheduled to span holidays, as defined by K9 Second Line, will include holiday visits and will be subject to holiday visit fees.

11. ___In order to ensure the safety and well being of Client pets, services will only be provided on contiguous days when pet is left in the sole care of K9 Second Line, LLC. Services will not be provided on alternate days leaving the pets unattended (excludes cat sitting services). K9 Second Line dog care services must be scheduled to occur no more than 24 hours apart from each other.

12. ___As changes to Client information including, but not limited to contact, pet, or other information occur, Client agrees to immediately notify the K9 Second Line office such that the Client account file may be updated. Changes to any Client account or pet information **MUST** be reported directly to the K9 Second Line office in writing, rather than to the pet caregiver, to ensure that all updates are properly recorded. Changes not submitted directly to the office may result in the receipt of services based upon outdated information.

13. ___Client site pet accidents or destructive pet behavior requiring **MORE THAN** five (5) minutes of employee cleanup time will incur an additional charge at the rate of \$10 per employee per cleanup instance. Client site pet accidents or destructive pet behavior requiring **LESS THAN** five minutes of cleanup time will not incur a charge unless accident cleanup must be performed more than twice per calendar month. Thereafter each Client site cleanup instance will incur an additional charge at the rate of \$10 per cleanup.

14. ___Credits for vacations, cancellations, or days off will only be issued in instances in which the time off consists of a period of **FIVE (5) CONTIGUOUS** business days (included in Client contract) or more.

15. ___In the rare instances when necessary, K9 Second Line employees are permitted to use Client lavatory facilities.

16. ___If we are unable to reach your pet due to weather, geographical, or federal/state or city restrictions, K9 Second Line is not held responsible for any harm to pet(s) because of inability to provide care.

I certify that I have read and understand this agreement. I accept all terms, conditions and statements of this agreement.

Signature of Client: _____ Date: _____

Printed Name of Client: _____

Pet 1 Name: _____ Pet 2 Name: _____ Pet 3 Name: _____

Pet 4 Name: _____ Pet 5 Name: _____ Pet 6 Name: _____