

MEANDERING MUTTS

NEW CLIENT PACKET

Pet Care • Dog Walking • Pet Sitting • Overnight Care

Personal care. Professional service. Peace of mind.

Client Name: _____

Pet(s): _____

Date: _____

Please complete the applicable sections and review the Pet Care Agreement before signing. Current packet aligned to Master Policies v1.2 (August 30, 2026).

Welcome to Meandering Mutts

Thank you for choosing Meandering Mutts. We are a small, locally owned pet-care business serving Santa Fe and the surrounding area. Our approach is intentionally personal: Wendy is the primary caregiver, with Justin assisting behind the scenes and as needed.

We limit care to a maximum of four pets from the same family at a time and do not combine unrelated dogs from different households into group walks. Every pet receives individualized attention based on their routine, personality, health, and comfort level.

This packet is designed to give us the information we need to provide safe, dependable, and personalized care.

What to Complete

- ☐ Client Information Form
- ☐ Pet Information Form — one per pet
- ☐ Home Access & Key Information
- ☐ Veterinary & Emergency Authorization
- ☐ Service & Pricing Acknowledgment
- ☐ Pet Care Agreement
- ☐ Overnight Care Form — if applicable
- ☐ Apartment/Condo Access Authorization — if applicable
- ☐ Media Consent — optional
- ☐ Payment Authorization — completed through our secure payment system; do not write full card numbers in this packet

Please tell us about any medical conditions, medications, allergies, behavioral concerns, bite history, escape behavior, or other information that could affect your pet's safety. Accurate disclosure helps us make appropriate care decisions.

Meandering Mutts

Santa Fe, New Mexico

Phone: 505-230-1500

Email: bigstretch@meandering-mutts.com

Website: meandering-mutts.com

Services & Pricing Guide

Current pricing is listed below. The price applicable to a booking is the rate confirmed at the time the service is scheduled.

Service	Start Price	Details
30-min Dog Walking	\$35	30-minute visit · 10 AM – 4 PM
60-min Dog Walking	\$65	60-minute visit · 10 AM – 4 PM
Pet Sitting & Drop-In Visits	\$40	30-minute visit · Before 10 AM / After 4 PM
Overnight Pet Sitting	\$70	Overnight stay in your home · Includes evening & morning care
Pet Taxi & Transportation	\$25 + mileage	\$1.40/mile · Additional time billed at \$35 per 30-minute increment
Puppy Care	Custom	Visits tailored to your puppy's age, routine & needs
Senior & Special-Needs Care	Custom	Personalized care based on your pet's individual needs
Medication Administration	Included with visit	Available with scheduled walks or pet-sitting visits
Welfare Check-Ins	Custom	Brief visit to check on your pet's wellbeing
Bath & Clean-Up	Custom	Available when needed following a walk or outing; pricing confirmed when applicable

Pricing Notes

- ☐ Additional Pet — +\$5 per pet, per visit.
- ☐ Extra 10 Minutes — +\$5 per 10-minute increment.
- ☐ Holiday Surcharge — \$10 minor holiday / \$20 major holiday.
- ☐ Minor Holidays: MLK, Presidents, Columbus, Veterans. Major Holidays: New Years Eve/Day, Memorial, Labor, July 4th, Thanksgiving & X-Mas Eve/Day. All services are subject to availability. Additional fees may apply based on the number of pets, service duration, transportation distance, holidays, or special care requirements. Applicable New Mexico Gross Receipts Tax may be separately stated on invoices based on service location and current tax rules.

Client initials: _____ Date: _____

Client Information Form

Please provide complete and current information. Notify Meandering Mutts promptly when contact, access, veterinary, or emergency information changes.

Primary Client / Owner

Full Name _____

Home / Service Address _____

City / State / ZIP _____

Primary Phone _____

Email Address _____

Additional Authorized Client

This person may schedule services and make routine care decisions on the client's behalf.

Full Name _____

Phone _____

Email _____

Relationship to Primary Client _____

Emergency Contact

Please choose someone other than the primary client who can make reasonable decisions if you cannot be reached.

Full Name _____

Relationship _____

Phone _____

Email _____

Service & Communication Preferences

☐ Text

☐ Phone

☐ Email

☐ Other: _____

How did you hear about Meandering Mutts? _____

Pet Information Form

Complete one form for each pet.

Pet Name _____

Species _____

Breed / Description _____

Age / Date of Birth _____

Sex _____

Approximate Weight _____

Microchip Number (if applicable) _____

☐ Spayed / Neutered

☐ Current identification tag

☐ Current vaccination records available upon request

Health & Care

Feeding Instructions _____

Medication / Supplement Instructions _____

Allergies / Sensitivities _____

Current or Past Health Conditions _____

Veterinarian / Clinic _____

Veterinarian Phone _____

Behavior & Safety

Has your pet ever bitten or attempted to bite a person or animal? If yes, explain.

How does your pet behave around unfamiliar people? _____

How does your pet behave around unfamiliar dogs or other animals?

Known fears, triggers, reactivity, guarding, escape behavior, or other concerns?

Training / cues you would like us to use? _____

Preferred harness / leash / walking equipment? _____

Anything else that would help us safely care for your pet?

Home Access & Key Information

Please provide reliable access for every scheduled service. Clients are responsible for providing working keys, codes, remotes, building access credentials, and accurate instructions.

- ☐ Meandering Mutts has a physical key
- ☐ Lockbox — location/code provided separately
- ☐ Smart lock / keypad — instructions provided separately
- ☐ Building / concierge access
- ☐ Other: _____

Doors / locks opened by key _____

Alarm system instructions _____

Alarm code (provide securely, not in this packet if possible)

Parking instructions _____

Building / gate access instructions _____

Where should the key be stored after each visit? _____

For security, sensitive access credentials should be transmitted through the secure method requested by Meandering Mutts rather than written on forms that may be copied or emailed.

Keys remain the client's property. We will use reasonable care in handling and storing keys and access credentials. Lost or defective keys that require a locksmith or other service may result in charges to the client.

Veterinary & Emergency Authorization

This authorization is intended to allow timely action when a pet is ill or injured and the client cannot be reached.

Primary Veterinarian / Clinic _____

Clinic Phone _____

Clinic Address _____

Preferred Emergency Hospital _____

Emergency Hospital Phone _____

Emergency Contact & Authorization

I authorize Meandering Mutts to contact me and my emergency contact when reasonably possible. If my pet becomes ill, injured, or appears to require urgent veterinary attention, I authorize Meandering Mutts to obtain veterinary evaluation and treatment as reasonably necessary for my pet's safety. Meandering Mutts may use the veterinarian or emergency facility identified above when practical, but may use another appropriate veterinary facility when circumstances, availability, distance, or urgency make that reasonable.

I understand that Meandering Mutts is not a veterinary practice and does not diagnose or treat medical conditions. First-aid and CPR training are intended to support emergency response while veterinary care is obtained.

I agree to be responsible for veterinary, medication, transportation, boarding, emergency, and related expenses incurred for my pet, and to reimburse Meandering Mutts for reasonable expenses it advances on my behalf.

☐ I authorize emergency veterinary evaluation and treatment as described above.

☐ I understand that every reasonable effort will be made to contact me, but emergency care will not be delayed when delay could jeopardize my pet.

Client Signature _____

Printed Name _____

Date _____

Pet Care Agreement

This Pet Care Agreement (“Agreement”) is between the undersigned client (“Client”) and Meandering Mutts (“Meandering Mutts”). It applies to services requested and accepted by Meandering Mutts and incorporates the current pricing and scheduling terms provided to Client.

1. Services

Meandering Mutts will provide the services specifically scheduled by the Client and accepted by Meandering Mutts. Services may include dog walking, pet sitting, overnight care, transportation, puppy care, senior or special-needs care, medication assistance, welfare check-ins, and other services agreed in writing.

2. Individualized Care / No Unrelated Group Walks

Meandering Mutts limits care to a maximum of four pets from the same family at one time. Meandering Mutts does not combine unrelated dogs from different households into group walks. Any interaction with unfamiliar animals will be avoided or managed according to the pet's care plan and safety needs.

3. Client Responsibilities

Client agrees to provide accurate and complete information about each pet, including health conditions, medications, allergies, behavioral issues, bite history, escape risk, reactivity, and any other condition that could affect safe care. Client is responsible for providing safe, functional equipment and reliable access to the home.

4. Identification and Walking Equipment

Dogs must have appropriate identification and a properly fitted, secure harness or other walking equipment approved by Meandering Mutts. Meandering Mutts may refuse or modify a walk if equipment is unsafe, damaged, improperly fitted, or unsuitable for the pet.

5. Vaccinations and Communicable Illness

Client agrees to maintain vaccinations required by applicable law and to provide vaccination records when requested. Client must notify Meandering Mutts before service if a pet has, or has recently been exposed to, a contagious or communicable illness. Meandering Mutts may postpone or refuse service when reasonably necessary to protect the affected pet, other animals, clients, or caregivers.

6. Aggressive or Unsafe Behavior

Meandering Mutts may suspend, modify, or terminate services if a pet presents a safety risk to itself, another animal, a person, or property. The Client remains responsible for injuries or property damage caused by the pet to the extent permitted by law.

7. Emergency Care

Client authorizes Meandering Mutts to seek emergency veterinary care as described in the Emergency Authorization section. Client is responsible for resulting veterinary and related expenses. Meandering Mutts will make reasonable efforts to communicate with Client but may act without prior approval when immediate action is reasonably necessary.

8. Medication

Medication assistance is available when the Client provides clear written instructions. Medication should be supplied in its original labeled container whenever reasonably possible. Meandering Mutts does not diagnose conditions, change dosages, or make veterinary treatment decisions.

9. Home Access and Security

Client is responsible for providing accurate access instructions and functioning keys, locks, alarm codes, remotes, or building credentials. Client is responsible for charges caused by defective keys, inaccurate access information, or failure to provide required access, except to the extent caused by Meandering Mutts' own negligence.

10. Home and Property

Client should secure valuables, hazardous materials, weapons, medications, and other items that should not be accessible to caregivers or pets. Meandering Mutts will use reasonable care in the client's home but is not responsible for loss or damage caused by the acts of third parties, pre-existing conditions, pet behavior, or circumstances outside its reasonable control.

11. Payment

Client agrees to pay all charges according to the pricing and payment terms in effect when services are booked. Applicable New Mexico Gross Receipts Tax may be separately stated on invoices based on service location and current tax rules. Meandering Mutts may require payment in advance or an approved payment method. Any late fee, returned-payment fee, or collection cost will be limited to amounts permitted by applicable law and disclosed to Client.

12. Cancellations and No-Access Visits

Clients may cancel or modify services scheduled for the upcoming week without charge until 6:00 PM Saturday. After the Saturday deadline, the weekly schedule is considered confirmed.

Changes or cancellations requested after 6:00 PM Saturday but more than 24 hours before the scheduled service may be subject to one \$10 schedule-change fee per change request, rather than per affected visit.

Cancellations made less than 24 hours before the scheduled service are charged the full scheduled service fee for each affected service.

Recurring reservations remain scheduled until the client requests a change or cancellation. Clients do not need to reconfirm standing reservations each week.

If Meandering Mutts arrives for a scheduled visit but cannot provide service because the pet is unavailable, access cannot be obtained, or another circumstance within the client's control prevents the visit, the full scheduled service fee may apply.

Meandering Mutts may waive cancellation or schedule-change fees for emergencies or other exceptional circumstances at its discretion.

Holiday reservations and other designated high-demand periods may have separate booking, deposit, and cancellation requirements disclosed at the time of reservation.

13. Weather and Unsafe Conditions

Meandering Mutts may shorten, modify, postpone, or cancel an outdoor service when weather or environmental conditions create an unreasonable safety risk. Where practical, an alternative indoor care activity or rescheduling option may be offered.

14. Overnight Care

Overnight services are provided in the client's home according to the overnight plan agreed at booking. The overnight sitter is not a 24-hour housekeeper, security guard, or continuously awake caregiver unless a separate service is expressly agreed. Client must disclose other people, contractors, visitors, alarms, cameras, and pets that may be present.

15. Pet Taxi / Transportation

Transportation is subject to availability and appropriate vehicle and safety conditions. Pets must be safely secured during transportation. Client is responsible for providing accurate appointment information and any required carrier or safety equipment unless otherwise agreed.

16. Photos and Media

Meandering Mutts may take photographs of pets for care updates. Marketing use requires the Client's separate authorization through the Media Consent section. Declining marketing permission does not affect eligibility for services.

17. Limitation of Liability

To the maximum extent permitted by applicable law, Client understands that pet care involves inherent risks, including injury, illness, escape, property damage, and death. Nothing in this Agreement releases Meandering Mutts from liability that cannot lawfully be released, including liability arising from gross negligence, willful misconduct, fraud, or other non-waivable conduct. Any limitation of liability must be interpreted only to the extent enforceable under New Mexico law.

18. Client Indemnification

To the extent permitted by law, Client agrees to be responsible for claims, losses, or expenses caused by the Client's breach of this Agreement, inaccurate disclosure, or the acts or behavior of the Client's pet, except to the extent caused by Meandering Mutts' own negligence or other conduct for which Meandering Mutts cannot lawfully be indemnified.

19. Termination

Either party may end the ongoing client relationship at any time by providing notice. Meandering Mutts may suspend or terminate services immediately when reasonably necessary for safety, nonpayment, material misrepresentation, or other material breach of this Agreement.

20. Governing Law; Severability

This Agreement is governed by the laws of the State of New Mexico, without regard to conflict-of-law principles. If a provision is found unenforceable, the remaining provisions remain effective to the maximum extent permitted by law.

21. Entire Agreement

This Agreement, the applicable pricing and cancellation terms, and any written service-specific instructions constitute the agreement between the parties concerning the services. Changes must be made in writing or through a documented electronic booking or account system.

Acknowledgment and Signatures

By signing below, Client confirms that the information provided in this packet is accurate and complete, has read and understands this Agreement and the applicable service policies, authorizes emergency veterinary care as stated above, and agrees to pay for services and authorized expenses.

Client Signature _____

Printed Name _____

Date _____

Meandering Mutts Representative _____

Date _____

Overnight Pet Sitting Form

Complete this form before overnight service. Provide enough food, medication, litter, and supplies for the entire stay.

- ☐ Option A — evening visit followed by overnight stay
- ☐ Option B — sitter arrives for overnight stay at agreed evening time
- ☐ Flexible / no preference

Requested overnight dates _____

Sitter arrival / departure expectations _____

Where should the sitter sleep? _____

Where should pets remain overnight? _____

Rooms that are off-limits _____

Feeding instructions and food location _____

Medication instructions _____

Emergency contact _____

Other people who may enter the home _____

House alarm instructions _____

Parking instructions _____

Appliances / facilities the sitter may use _____

Trash / pet-waste instructions _____

Other house rules or instructions _____

Apartment / Condo / Building Access Authorization

Use this form when building management, concierge, gate staff, or security personnel require authorization for Meandering Mutts to enter the property.

Resident Name _____

Building / Complex _____

Unit _____

Property Manager / Concierge _____

Management Phone _____

I authorize Meandering Mutts representatives to enter the building and access my residence for the purpose of providing scheduled pet-care services. I understand that I am responsible for complying with my building's access rules and for notifying management of this authorization when required.

Resident Signature _____

Printed Name _____

Date _____

Pet Photo & Media Consent

We love sharing happy Meandering Mutts moments. Photos or videos taken for care updates will not be used for marketing without your authorization below.

☐ YES — I authorize Meandering Mutts to use photographs/videos of my pet for website, social media, advertising, and promotional purposes.

☐ NO — Please do not use photographs/videos of my pet for marketing or promotional purposes.

This consent applies only to media featuring my pet and does not grant permission to publish my home address, private information, or other personal information.

Client Signature _____

Printed Name _____

Date _____

Payment Authorization & Billing

For security, Meandering Mutts does not request or store full payment-card numbers, security codes, or bank-account credentials on this paper packet. Payments and payment methods should be handled only through the secure payment system designated by Meandering Mutts.

☐ I understand that invoices and approved charges may be paid or processed through the secure payment system designated by Meandering Mutts, subject to any separate payment authorization I provide.

☐ I understand that I will receive an invoice, receipt, or payment notification identifying the applicable amount.

☐ I understand that a new payment method may be required if the existing method expires, is declined, or is removed.

Client Name _____

Email _____

Signature _____

Date _____

New Client Completion Checklist

For Meandering Mutts use at the initial consultation.

- ☐ Client Information Form completed
- ☐ Pet Information Form completed for each pet
- ☐ Veterinary information verified
- ☐ Emergency contact verified
- ☐ Vaccination records reviewed if required
- ☐ Walking equipment reviewed
- ☐ Home access confirmed
- ☐ Key / lockbox / smart-lock procedure documented
- ☐ Alarm instructions documented securely
- ☐ Pet Care Agreement signed
- ☐ Emergency Veterinary Authorization signed
- ☐ Pricing and cancellation policy acknowledged
- ☐ Payment method established through secure system
- ☐ Overnight Form completed if applicable
- ☐ Apartment/Condo Authorization completed if applicable
- ☐ Media Consent completed
- ☐ Special instructions documented

Notes

Thank you for trusting Meandering Mutts with your pets.

Small groups. Professional care. Happy pets. Peace of mind.