

**1. Scheduling and Visit times:** We strive to accommodate the needs of your pet. Pet n' vet Support Services (PVSS) provides a time interval during which visits will occur. If an unforeseen situation arises, the time interval may be adjusted.

**2. Reservations:** It is best to plan in advance in order to obtain services on the dates you desire. An in-home getting acquainted meeting is required, prior to reservations, **for all new clients.**

**3. Early Returns/Last minute Changes:** PVSS carefully schedules our time to serve you and our other clients. Therefore, there are no refunds or credits for early returns or last minute changes to pet care.

**4. Holiday Cancellations:** With the exception of severe weather, life threatening emergencies or a death in the family, there will be no credits or refunds for cancellations or early arrival home.

**5. Pet Care Cancellations:** Credit against future pet care may be given, at the discretion of PVSS with a minimum of 2-weeks cancellation notice. All deposits are non refundable. If overnight pet care dates change without a 4-week notice of reserved dates, a late fee of \$50 dollars will be charged to the discretion of PVSS.

**6. Pet Guardianship:** In the unfortunate event you become incapacitated while your pet(s) are in our care, please name the person(s) who should be contacted to become the guardian and take over the care of your pet(s) until care can be provided as arranged for in other legal documents prepared by you.

**7. Emergency:** Please advise PVSS on the arrangements in the event of emergency at home (fire, earthquake, natural disaster, etc). List provisions you have left in place for your pets.

We urge you to address care of your pet(s) when planning your estate. Please be sure the named person(s) is/are aware you are appointing them as guardian(s) of your pet(s).

In the event of an emergency, which incapacitates me, I authorize Pet n' Vet Support Services to turn my pet(s) over to:

Name \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Alternate Phone \_\_\_\_\_

Relationship \_\_\_\_\_

**8. Vaccines:** PVSS requires that all pets have the necessary vaccinations and immunizations before service begins. We may ask to see expiration dates for rabies vaccinations. Health and safety of all are animal friends is most important in our minds. A copy of their records must be provided for are files. **Initials** \_\_\_\_\_

**9. Additional Pet Care Assistance and Other Scheduled Services:** PVSS does not accept liability for other persons who will be in your home prior to, during, or immediately after our services have been rendered. Please inform us at the time of the consultation of anyone who may have access to your home while you are away. This includes cleaning services, maintenance personnel, friends, family and neighbors. It is understood that the client will notify anyone with access to the home that the services of PVSS have been engaged. **If we arrive and find things out of place or a stranger in your home, we are going to call the police first and ask questions later.**

**10. Security:** Make sure all doors and windows are locked before leaving, including garage and basement areas. Secure sliding glass doors, prune any bushes or trees near doors or windows to eliminate hiding places for burglars. Don't hide your house key outside the door, under doormats, in flowerpots, etc. PVSS recommends the use of timers on interior lights to go on at dusk and off at bedtime. Use motion sensors on exterior lights. Leaving a television or radio on while you're away can be a crime deterrent and companionship for your pet. To prevent damage from electrical storms or pets' injuries (chewers) unplug any unnecessary appliances. Continue mail and newspaper delivery. We'd be happy to collect it for you. Advise gate security that Pet n' Vet Support Services will be visiting your home and authorize entry.

**12. Collars/Leashes:** Please provide secure collars with appropriate tags for all visits. All dogs will be walked on leashes.

**13. Other dogs:** We will do our best to keep interaction with stray or strange dogs to a minimum.

**14. House Cleanliness:** PVSS will clean up after your pets to the best of our ability. Please inform us of the designated area for the appropriate cleaning supplies. If you have a rug that requires special cleaning solutions in case of a pet accident, please attach a sheet of Instructions to your paperwork. We request that you provide plastic bags, towels, cleaning products, paper towels, and trash bags. If there are accidents above and beyond the normal amount anticipated, PVSS may charge a reasonable fee for clean up time at our discretion.

**15. Thermostats:** Please leave your thermostat settings within a normal comfortable range (68-75°F). If the house temperature is outside of this range, PVSS will adjust the thermostat to ensure the health and comfort of your pets.

**16. Payment:** PVSS accepts cash and checks. Deposit is required when services are contracted by verbal or written agreement. Checks should be made payable to Pet n' Vet Support Services or PVSS. The deposit insures your reservation for service. Entire balance due at day of your departure or when service starts and may be left on your counter.

**17. Returned Check Charges:** There is a \$35 fee for all returned checks. Clients are responsible for all costs of collections.

**18. Keys:** PVSS will obtain 1 to 2 copies of your house key during the Get Acquainted Meeting; test all keys before placing them with pet care the provider (outside lock boxes are recommended). One key will be held by the pet care provider. The other key will be coded for security and kept separately to be used only in the case of an emergency or lockout. We do not accept garage door openers in lieu of keys due to the damages of a lockout caused by power outage.

**19. Key Retention:** It is recommended that your keys remain in PVSS custody for convenience in future use of our service. Your keys will be kept in a secured lock system and are coded for your protection. This eliminates the unnecessary expense of a trip fee equivalent to one visit.

**20. Key Pick-up/Drop-off:** If you choose not to have PVSS retain your keys, key pick-up or drop-off: PVSS will charge \$20.00 should we have to return a second time to collect a key. Keys will be returned in person or by mail at your request within 5 days of a verbal request, barring holiday periods. A travel fee may be charged if more than 12 miles round trip is required. We will not leave the key at the last visit in case of emergence or delay in return. There is no charge to have your key returned via mail delivery.

**21. Indoor Dogs:** We recommend a minimum of 3 visits per day for indoor dogs. This allows the length of time between visits to be more reasonable and allows your pet to be successful in house training. If you have scheduled twice a day visits for your indoor dog we reserve the right to add a third visit if the dog cannot "wait" 12 to 13 hours between our visits. You will be charged accordingly, with payment due upon your arrival.

**22. Job Share:** For the safety of your pets and property, we do not job share with a separate entity. Please do not ask.

**23. Updates:** Contact us immediately with any changes: new pets, illness, medications, new treatment plans or testing, lock changes, alarm codes, etc.

**24. Privacy Policy:** All of your information will be kept private and confidential. PVSS highly respects our clients, entrusting us with the care of their home and pets.

**25. Your Return:** It's the client's responsibility to contract Pet n' Vet Support Services within 24 hours of your stated return date. As your pets are our primary concern, if we don't hear from you we will automatically resume service at additional expense at a minimum of \$27.50 per visit. Payment for additional services is due upon your return.

I, \_\_\_\_\_ have read, understand and agree to the policies and guidelines of Pet n' Vet Support Services. I further understand that a copy of this form will be kept on file for documentation purposes. All policies and guidelines are subject to change at the discretion of Pet n' Vet Support Services.

I request that PVSS retain my keys for future services. Initials \_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_