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**PROFESSIONAL VET TECH SERVICES (PVTS) POLICIES, TERMS, AND CONDITIONS**

Reservations & Cancellations & Fees:

**Holidays-** All holiday bookings that are canceled with less than a 14-day notice will incur a cancellation fee of half the scheduled service.

**Non-holidays-** please notify Professional Vet Tech Services (PVTS) of any cancellations or changes to your scheduled service 14 days of the scheduled service.

**Returning Home Early-** Clients returning home early will be required to pay the full amount of the original scheduled time.

**Returned Checks-** All returned checks will incur a $40 returned check fee. Cash payment is expected to replace the funds not available by the check. Client is responsible for all costs of collections.

**Late Payments-** All payments are expected at the time of service. Late payments will incur a 10% late fee.

**Key pick up/ drop off-** The initial meet and greet is free of charge and it is suggested to give PVTS a key at this time. A $20 charge will be incurred for all key pick up/ drop off thereafter.

**Regularly Scheduled Service-** If you have a regularly scheduled service (ie dog walk, fluid therapy, ect.) PVTS requires that you give us a minimum 2 week notice of cancellation.

**Extreme Weather Conditions-** PVTS will never put your pets or themselves in danger. It is PVTS discretion in extreme weather conditions if it is safe to walk your pet. We will still come to your home and allow your pet to alleviate themselves. We will also play with them indoors.

PVTS Company Policies

If at any time PVTS feels a pet poses danger to themselves, other pets, people, or Pet Sitter PVTS reserves the right to discontinue the service at any time.

PVTS always strives to provide the services agreed upon with the upmost care and compassion. The Client is responsible for all medical expenses and/ or damages that are the result of an injury to the pet care provider by the client's pet. The client agrees to hold harmless, indemnify, and defend PVTS if a claim is made by any person injured by the client’s pet.

PVTS is not responsible for any damage to the client's property caused by the client's pet or that of others during the duration that the pet is in PVTS care. PVTS is in no way responsible for the disappearance, injury, death, or fines of any pet that has unsupervised access to the outdoors.

PVTS is not responsible for the security of the premises or loss of property if the client allows others to have access to the clients home during the time PVTS is employed. Clients agree to notify PVTS of all individuals that may have access to the property. This includes all services from here forward.

PVTS will provide all services in a caring, professional, and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly relinquishes any and all claims against PVTS and it's employees, except those resulting from negligence. Any claim of negligence that involves a hired independent contractor, hired by PVTS, is the direct responsibility of the Independent Contractor. Client agrees to contact PVTS directly regarding any concerns within 24 hours of return.

PVTS is not responsible for any damage to the Client's property and home that is beyond the control of the Veterinary Technician/ Pet Sitter. Including, but not limited to: acts of nature, leaks, and electrical issues. PVTS will try to contact the Client firstly prior to making a decision to deal with the problem. All repairs and services are to be paid in full by the Client.

PVTS will not be responsible for any damage to the client's property or others, unless the damage was caused by an act of negligence by the Vet Tech/ Pet Sitter. All Vet Techs/ Pet Sitters are Independent Contractors and will be directly liable for their own actions.

PVTS is not liable for any damage or loss in the event of a crime or burglary that should occur under this or any future service. Client is responsible for securing home and property prior to leaving.

PVTS cannot be held liable for pets that are not the under the Client’s ownership and on the Client’s property. Each owner must sign a Contractual agreement.

Client is responsible for fully pet proofing the yard and house. Gates/ security fences/ latches are all the responsibility of the client and PVTS will not be responsible for any non- pet proofed yard or house. Any unsupervised pet that has access to the outdoors PVTS will hold no liability for death, injury, disappearance, or legal consequences.

PVTS is permitted to seek emergency veterinary help if warranted by the Vet Tech/ Pet Sitter. The Client is permitted to leave a list of preferred veterinarians, however in the event of a true medical emergency the Vet Tech/ Pet Sitter is permitted to seek a veterinarian of their choice. PVTS is not responsible for the health or wellbeing of the pet while in the veterinary hospital’s care and assumes zero responsibility for the actions and decisions of the veterinary staff including the health or death of the Client’s pet. The Client is responsible for all charges incurred for transportation of the pet to and from the veterinary hospital as well as all charges incurred at the veterinary hospital. PVTS holds no financial obligations to the veterinary hospital.

If medications need to be administered the Client understands that PVTS is not a veterinarian and is not responsible or accountable for any and all medical circumstances that are beyond their control.

The Client must supply all necessary safety equipment and supplies for their pets wellbeing. This includes but is not limited to the following items: sturdy, well fitted collar/ halter/ harness/ gentle leader to be used for walks or emergencies, leash with functioning latch, affixed vaccination tags and identification tags, litter boxes/ scoop, cat litter, pet’s food, bowels, poop bags, pet’s medicine, cleaning supplies. The Client authorizes PVTS to purchase any necessary items and agrees to fully reimburse within 7 days post client’s return home.

It is recommended that the client makes arrangements with a person other than PVTS in the case of a disaster/ weather event/ crisis/ or “Code Red”. PVTS will always attempt to ensure your pets safety if an event should occur, however it cannot be guaranteed.

The Client understands that PVTS works very hard to care for my pets and prevent accident or injury, however such things may occur no matter how well the pet is cared for.

The Client agrees to notify PVTS of any signs of illness or injury to the pet prior to any scheduled service.

If a threat of an infectious condition may exist PVTS reserves the right to cancel service.

The Client understands that if their pet appears to be ill or injured PVTS reserves the right to seek veterinary assistance. The Client is responsible for any and all fees associated by both parties- PVTS and the veterinary hospital.

The Client authorizes PVTS to share the pet’s medical information/ records with the veterinarian when and if applicable.

This agreement is valid for all future service dates without the need for an additional contract to be signed with each future service.

This agreement applies to all animals in PVTS care.

I, the Client, have read all the terms of this agreement and confirm the information provided is accurate and correct. I also approve that this contract will be valid for all future services, allowing PVTS to enter my property without additional signed contracts.

PVTS is permitted to accept email, telephone, or text reservations in the future and will be authorized to enter my property without additional signed contracts or written authorization.

I have accepted PVTS contractual agreement in its entirety and fully understand the policy and procedures. By signing the **Professional Vet Tech Services Policy, Terms, and Conditions Agreement I acknowledge that I have read and agree to all the above terms and conditions. The signed agreement is due prior to the first scheduled service.**