



2024 TERMS & CONDITIONS

1. This business is run solely by me and my husband. Because of such, please communicate with us either in person, via telephone call, text message or email. We am happy to make alternate arrangements for you and your fur baby, as long as these are discussed prior.
2. Since this business is a family operation, please understand there will be times when services will not be offered. With the exception of an emergency, advanced notice will be given to allow you to make alternate arrangements.
3. We take 6 holidays off per year (does not affect client's who are traveling during these periods). Those holidays are: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day. Please note we do not participate in 'observed' holidays as most businesses do. We follow calendared holiday days only (i.e. a Christmas falls on a Saturday and the Observed day is Friday- we work on Friday and not Saturday)
4. There are no contracts. You are free to schedule and cancel services as needed. However, if you are a recurring client and decline services for more than 30 days, your time slot may be given to another.
5. Cancellations must be made via the text by 7am the day of service or the full charge will apply. Should we arrive at your home and experience complications (i.e. you forgot to cancel, the sidewalks are completely iced over, etc.) the full charge will apply. All services to be conducted before 7am must be canceled by 8pm the night before or the full charge will apply.
6. Services are agreed upon between you and VFPS for your fur baby. Should you adopt a new animal, or are caring for a friend's animal and would like services, please inform us so we can meet them before any services begin. We pride ourselves on having a positive relationship with all clients and understanding their needs, likes and dislikes. There is also an additional \$12 per service fee for any dog "visiting" and taking part in your fur baby's service.
7. Services are as listed on the website. These prices include coverage of supplies, insurance, training, certifications, licenses and other items needed for a business to run. Because of such, rates are subject to increase as necessary on the first of each year.
9. There will be times when the weather is too dangerous for your fur baby to be out and services will be canceled. These instances are thunderstorms, lightening and icy/frozen conditions. We will communicate with you regarding these conditions to ensure it is safe in your area. If upon arrival, or during our time out, the weather conditions become unsafe, we will return to your home immediately. Once we arrive, the full fee is applicable.
10. Recurring client invoicing will be provided on the last service day of each month. Travel client invoicing will be provided on the last day of service. Payments should be rendered via cash, check, Zelle, Venmo or through our invoicing service, no later than 10 days after the invoice is provided. Any invoicing questions should be addressed before the end of the 10 days. Late fees apply to invoices past the 10 day mark. See our website for more details.
11. Current clients are eligible for a 10% discount for each referral given, provided the stipulations are met. See our website for more details.

Client Signature of Copy Received: _____

Date: _____