

Perfect Paws by Heather the RVT Contract/Policy

Last updated 2026

Cancellation and Appointment Confirmation Policy

To cancel or reschedule routine care appointments (such as nail care, anal gland expression, ear cleaning, etc.), a minimum of **48 hours' notice** is required. Failure to provide this notice will result in a **cancellation fee of \$40**. If the appointment was scheduled for one hour, the fee will be **\$80**. Most appointments are scheduled for 30 minutes.

Future appointments can only be booked once the cancellation fee has been paid. Frequent cancellations or reschedules may result in a denial of future appointment requests.

Payment for Routine Care

Payment for routine care services is due at the time of service and can be made using **cash, Venmo, Zelle, or credit cards**(a **\$5.00 processing fee** applies to credit card transactions). **Cash is our preferred method of payment**, followed by **Zelle**, then **Venmo**, and finally **credit cards**.

Tips are always appreciated.

Vacation Appointment Cancellation Policy

Vacation appointments or drop-in visits must be **prepaid at least 7 days prior to departure**, or on the date agreed upon during the pet-sitting consultation.

If payment is not received before the 7-day window or the agreed-upon date, **Perfect Paws by Heather the RVT** reserves the right to suspend services until payment is made. Failure to make payment by the required date may result in your reserved spots being forfeited.

If a vacation appointment is canceled, please note that **75% of the total service cost is non-refundable**.

A **pet-sitting consultation** is required prior to scheduling any drop-in visits or pet-sitting services, with a consultation fee of **\$40.00**.

Tips are always welcomed and appreciated.

Keys / Codes

Perfect Paws by Heather the RVT will maintain the confidentiality of all keys, codes, or personal information provided by clients.

Pet Handling Policy

Only the pet owner or an adult aged 18 or older may assist in holding a pet for treatments due to safety concerns.

If you are unable to be present and someone else will represent you, please provide notice beforehand so we can ensure a smooth and coordinated service for your pet.

Assumption of Risk and Responsibility

Clients acknowledge and assume all risks associated with services performed by **Perfect Paws by Heather the RVT** for both themselves and their pets. Clients also assume all financial responsibility for any injuries that may occur.

The client agrees to indemnify and hold **Perfect Paws by Heather the RVT** harmless against any claims, losses, damages, or liabilities arising from the care of any animal, except in cases of **direct negligence**.

If direct negligence is determined, the client may file a claim under **Perfect Paws by Heather the RVT's insurance policy**.

Health / Medical Problems & Senior Pets

Nail trims and other services can be stressful, especially for senior pets or those with health issues. Please inform **Perfect Paws by Heather the RVT** of any known health concerns prior to your appointment.

Sick Pet Policy

If your pet is unwell, please contact us before your appointment to ensure it is safe for us to provide services.

While we are highly experienced as RVTs, we cannot diagnose or prescribe treatment. If you

have any medical concerns about your pet, we always recommend consulting your veterinarian for proper evaluation and care.

Approval to Contact Your Veterinary Clinic

Before administering any medications, **Perfect Paws by Heather the RVT** requires approval from your veterinarian.

By signing this agreement, you authorize us to contact your vet for any necessary medical history, reports, or medication verification.

Hazard Potential

Your safety and that of your pet are our top priorities. If you are aware of any infestations (bedbugs, ringworm, fleas, etc.), please notify us in advance.

As a mobile service provider, we visit multiple homes daily and maintain strict cleanliness protocols for everyone's safety.

If an infestation is discovered—whether known or unknown—a **\$40.00 hazard fee** will apply. Appointments may be rescheduled at any time if safety concerns arise, as nothing takes precedence over your and your pet's well-being.

Discontinuation of Services

Perfect Paws by Heather the RVT reserves the right to discontinue services at any time for any reason.

Inappropriate behavior such as yelling, name-calling, or physical contact will not be tolerated and may result in the involvement of local authorities and permanent discontinuation of all services.

We also reserve the right to refuse or end a service if we are uncomfortable proceeding for any reason.

Regardless of whether the service is completed, **the full fee remains due** once the appointment time has begun.

Photography Release Agreement

By signing this release, clients grant **Perfect Paws by Heather the RVT** permission to use photos or videos taken during appointments for promotional purposes on social media

platforms.

Clients waive any rights to inspect or approve materials and release **Perfect Paws by Heather the RVT** from any future claims related to image use.

Policies and fees are subject to change at any time.

Illness Policy

If you or anyone in your household becomes ill, we kindly ask that you **reschedule your appointment**.

The health of our clients, their pets, and our team is our highest priority—especially for those who may be elderly or immunocompromised.

Scheduling / Appointment Time

Because every pet is unique, appointment times can vary. We never rush a pet or client, and we appreciate your flexibility with occasional last-minute scheduling adjustments.

If we offer an earlier time that doesn't work for you, please feel free to decline—your original appointment will always be honored.

We occasionally run behind schedule, often due to the appointment before yours taking longer than expected. In these cases, it can be difficult for us to contact you while we are still with another client. However, if you ever have an appointment and haven't heard from us, please don't hesitate to reach out. Since everything is managed digitally, it's always possible that an appointment time could get mixed up, and we truly appreciate your understanding and communication.

Please plan for a **30–60 minute buffer** before and after your appointment to allow for flexibility. If we are ever more than one hour late and you need to leave, **the cancellation fee will be waived**.

Consultations / Telehealth

Consultations are designed to provide education and support regarding various aspects of pet care.

Telehealth consultations with a registered veterinary technician (RVT) are **not a substitute** for in-person veterinary visits.

We strongly encourage clients to contact their veterinarian for any health or medical concerns.

Our consultations are best utilized as a **complement to**, rather than a replacement for, regular veterinary care.

Thank You

Thank you for your understanding, cooperation, and continued support of **Perfect Paws by Heather the RVT**. Our goal is to provide the highest quality care and communication for both you and your pets. We truly appreciate your trust in our services.

All policies, fees, and procedures are subject to change at any time.