



Perfect Paws by Heather The RVT Policies/Contract

Policies and fees are subject to change at any time.

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 **24 hours' notice** is required. Failure to provide this notice will result in a **cancellation fee equal to 100%** of the intended service cost. The booking of your next appointment will be possible only after this fee is paid.

A week before your scheduled appointment, you will receive a confirmation text. Please confirm at this time. If you do not confirm, you will receive another reminder 24 hours before the appointment. Please do not wait until the last reminder to cancel. Frequent cancellations or reschedules may lead to 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, and Credit Cards (with a \$5.00 processing fee for credit card transactions). Your tips are greatly appreciated.

Vacation Appointment Cancellation Policy:

Vacation appointments or drop-in visits must be prepaid **at least 7 days prior** to departure or on a date chosen during the pet sitting consultation. If payment is not made either before the 7-day departure window or on a date agreed upon during the pet sitting consultation, Perfect Paws by Heather the RVT reserves the right to suspend

services until the payment is received. Failure to make payment before the specified 7-day period or the agreed-upon date may also result in your reserved spots not being held. If you decide to cancel your vacation appointment, **please note that 75% of the total cost of services is NON-REFUNDABLE**. Prior to scheduling drop-in visits or pet sitting services, a pet-sitting consultation is required, and there is an associated cost of \$30.00. Your tips are always welcomed.

Keys/ Codes:

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

Pet Handling Policy:

Only the pet owner or an adult aged 18 or older may assist in holding the pet for treatments due to the increased risk of injury. If you are unable to be present for the appointment and you have arranged for someone else to represent you, please have the courtesy to provide me with notice before the scheduled appointment. This will help ensure a smooth and well-coordinated service for your pet.

Assumption of Risk and Responsibility:

I acknowledge and assume all risks associated with services performed by Heather Kreider of Perfect Paws by Heather the RVT for my animal and myself. I also acknowledge and assume all risk and financial responsibility associated with services performed by Heather Kreider of Perfect Paws by Heather the RVT for any injury to me or my pet. The client agrees to indemnify and hold Perfect Paws by Heather the RVT harmless against any claims, losses, damages, claims for loss of consortium, wrongful death, and attorney and court fees or liability arising from the care of any animal, except in cases caused by direct negligence.

If direct negligence is determined to be the cause of an issue, you have the option to file a claim with 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 problems. Please inform Perfect Paws by Heather the RVT of any known health concerns.

Sick Pet Policy:

If your pet is unwell, please contact me prior to your appointment to ensure it is safe for me to provide services. It's essential to remember that while I possess extensive experience as an RVT, I cannot make diagnoses or prescribe treatments. If you have any concerns, it is always advisable to consult with a veterinarian for a proper evaluation and guidance.

Approval to Contact Your Veterinary Clinic:

Before administering any medications, Perfect Paws by Heather the RVT will require approval from your veterinarian. By signing this agreement, you authorize us to contact your vet for any necessary reports, medical history, or medication verification.

Hazard Potential:

Your safety is my utmost priority. If you are aware of any infestations at your residence, such as bedbugs, ringworm, fleas, or other pests, please inform me in advance. Keep in mind that, as a mobile service provider, I visit multiple homes each day. While I maintain strict cleanliness and precautions, your safety is paramount. If you have any doubts, please don't hesitate to ask. Appointments can always be rescheduled, as nothing takes precedence over you and your pets safety. Should it be determined that an infestation exists, whether you were previously aware or not, a \$30.00 additional hazard fee will be charged.

Discontinuing of Services:

Perfect Paws by Heather the RVT retains the right to discontinue services at any time for any reason. Inappropriate behavior, such as raising your voice, name-calling, or physical contact, will not be tolerated and may result in the involvement of local authorities and the permanent discontinuation of all services. Perfect Paws by Heather the RVT reserves the right to refuse service upon arrival or end service prior to completion if I am not comfortable performing a service on a pet for any reason. Regardless of whether services can be performed or not, the full fee is still required.

Photography Release Agreement:

This is a photography release for social media, granting permission for Perfect Paws by Heather the RVT to use any photos and videos taken for promotional purposes on social media platforms. By signing this release, you agree to waive any inspection rights, release Perfect Paws by Heather the RVT from future claims, and confirm your legal authority to grant this permission.

Illness Policy:

In the event that you or someone in your household falls ill, I kindly request that you reschedule your appointment. Please remember to notify me via text or phone (NO email) within a 24-hour timeframe to avoid any cancellation fees. The well-being of my clients, especially those who are elderly or immunocompromised, as well as the well-being of myself and my family, is my top priority.

Scheduling/Appointment Time:

In my profession, it can be challenging to estimate the amount of time an animal may require for services. I make it a point never to rush any pet or client. Therefore, I greatly appreciate your flexibility with last-minute scheduling changes. If I ever suggest an earlier appointment time that is inconvenient for you, please feel free to inform me without guilt. Your originally scheduled appointment time will always be honored. It is important to note that I may occasionally run late, so please plan your day accordingly. I recommend scheduling with a 0.5-1 hour buffer before and after your appointment to ensure your availability. If I am ever more than an hour late for your appointment and you need to leave, the cancellation fee will be waived.

Consults/Telehealth

Consultations are intended to provide education and facilitate discussions on various aspects of pet care. It's crucial to stress that telehealth consultations with a registered veterinary technician (RVT) should not be seen as a substitute for in-person visits to a veterinarian. If you have concerns about your pet's health or well-being, we always recommend reaching out to your veterinarian for a comprehensive evaluation and professional guidance. While consultations with an RVT can offer valuable information and support, they are best utilized as a complement to, rather than a replacement for, regular veterinary care.

It's also important to acknowledge that telehealth consultations may not always provide a complete understanding of a situation, and they may have limitations in fully assessing and addressing certain issues. In such cases, Perfect Paws by Heather the RVT cannot be held responsible for all situations due to the inherent constraints of remote healthcare services. This acknowledgment reflects our commitment to transparency regarding the potential limitations of telehealth in pet care.

Behavioral Policy

I acknowledge and understand that it is my responsibility to disclose any known behavioral and/or aggression issues of my pet(s), including any previous dog bites to humans or other dogs, or if my pet exhibits any aggressive tendencies. I further understand that I must provide specific details about my pet's behavior during previous services as part of the booking process. Failure to disclose this information may result in a ban from using Perfect Paws by Heather the RVT services.

Veterinary Treatment:

This agreement gives Perfect Paws by Heather the RVT permission to obtain immediate veterinary treatment for your pet if necessary. All expenses for veterinary care will be covered by the client upon signing this contract/agreement.

Emergency Situation:

In the event of an emergency, I, the Client, hereby authorize the Service Provider to transport my pet(s) to the nearest, available Veterinarian Hospital or Emergency Hospital. If I or my emergency contact person cannot be reached during that time, I hereby grant the Service Provider to act on my behalf and authorize "on-site" treatment (excluding euthanasia) to my pet(s) if deemed necessary. I understand and accept all medical fees/charges of the veterinarian bill. These fees will be expected to be paid at time of service or immediately upon contact with the Client.

In the event of an emergency when you are not present, I will immediately take your pet to the nearest vet or emergency center. I will make every effort to update you as soon as possible; however, this communication may occur during the car ride to the vet. Prompt action is essential in emergency cases, and I may need to contact you while en route to the vet.

In the event that I am unable to reach you, please specify whether you would like full CPR performed on your pet or no CPR in such circumstances. This information is crucial to ensuring your pet's well-being in an emergency.

This is only a precautionary measure.

Yes

No

Please Circle Yes or No above.

Please List Any Emergency Contact information **for you and your pet.** It's important to have this information readily available for any unforeseen emergencies.

By signing below, I acknowledge that I have read, understood, and agree to the terms and conditions stated above. I also confirm that I am the rightful legal owner of the pet for which services are rendered.

Client Signature: _____

Print: _____

Date: _____