

Pet Family Service Agreement

Initial interview: *Meet Aunt Bobbie!*

This meeting is required for all new clients and recommended for potential clients who would like more information before scheduling any services. I like allowing 30-45 minutes for this meeting so it will give us time to become acquainted, discuss or review the care your pet family requires, update any necessary documents, and possibly perform a routine activity such as a walk or brushing. For homes with anxious pets, a second visit may be necessary. There are no fees charged for these meetings.

Safety for all: *Contagious Diseases & Annual Care Services:*

Throughout the day I interact with other pets and may visit other pet households. Because of this, I take precautions to reduce the possibility of transference before entering your home and interacting with your pet. However, this precaution will not account for your pet's exposure in pet-rich environments such as dog common areas; sidewalks, dog parks, etc., while in my care.

For the safety of all my pet families, I do require all pets in the home to be current with their annual veterinary care services. A printed or digital copy of their current reminders or vaccination history showing this information will be necessary and will need to be refreshed annually. Doing so allows me to make the best effort to ensure that every pet is protected from sharable pathogens and parasites.

If your pet is displaying signs of illness prior to the start of your requested service, you must notify me as soon as possible. If your pet has been ill recently, services will require a veterinarian's clearance and may require cancellation and/or rescheduling.

Confidentiality: Conversations, Recordings, and Professional Courtesy

Business or service-based conversations and treatments may be recorded.

The privacy of your home, pet family, and our relationship are of utmost importance to me. Any information you have provided is kept secure and is never sold or promoted to any third-party entity. In professional courtesy, nothing we discuss is shared on any platform or with other people, keeping my business with you in the strictest confidence. The reason for your absence from home or your expected return dates will not be divulged to anyone.

Any voice recordings of our conversations or video recordings I may make while providing care to your pet family are never posted, shared, or discussed with other parties. If I capture a photo of your pet in their usual cuteness, I may ask your permission to use that photo in a posting, advertisement, or on my web page. I will never post your photo without your consent.

If at any time you are displeased with services provided by Caring Comfort Pet Services, LLC, you agree to discuss this displeasure with me, in person, to seek resolution. Posting your displeasure to any public forums or social media outlets could result in legal consequences.

Fear Free Service Provider: Pets DO have a choice!

Providing services to your pet family using Fear Free practices and techniques means that your pet will not be pushed to just have a service completed. If your pet has high anxiety or FAS (Fear, Anxiety, Stress), we will work together to develop a plan to make these services more acceptable to your pet. Sometimes the introduction of a high reward treat helps, and you may be asked to provide it for your pet while their service is being completed. There are times when your veterinarian may need to join in on the development of a plan to help relieve your pet's stress, particularly if we ourselves are not making progress. I will not complete a service just for the sake of getting it done. Pets do have a choice for deciding if they want to participate, and there is a point where 'no' just means no.

Injury and indemnification:

Caring Comfort Pet Services, LLC is solitary and is not affiliated with other businesses or people. Any third party that I may recommend, should I not be able to provide a requested service, is a sole entity and not affiliated with Caring Comfort Pet Services, LLC. While I do vet these individuals carefully, I do not control, guarantee, or accept liability for the service they provide. Unless caused by my negligence, Caring Comfort Pet Services, LLC or, acting agent, Bobbie Canada, does not assume responsibility and has no liability for any injuries your pet(s) may sustain. Caring Comfort Pet Services, LLC is not liable for any damage or injury reported 24-hours or more after a service has been performed. Should your pet(s) injure Bobbie Canada in any way that results in medical treatment, you, as the pet(s) owner will be responsible for any medical bills incurred.

Caring Comfort Pet Services, LLC

Payment for Services:

Payment for any services rendered is expected at completion of the service. Accepted forms of payment include: Zelle, Venmo, Cash App, or cash.

Communication Methods:

There are numerous methods of communicating with me, Aunt Bobbie:

Email: caringcomfortps@gmail.com

Website: www.caringcomfortpetservices.com

Call or text: 336-847-8234

Your Caring Comfort Pet Services client portal in Time to Pet