



## client service agreement

- ✓ In the event of a life threatening or serious emergency (at the discretion of *Love Your Pet Animal Care Professionals Corporation*) the pet will be taken to the nearest emergency facility with the cost being the sole responsibility of the pet owner.
- ✓ For the safety of all our four-legged clients, should a transferable medical issue arise e.g. lice, kennel cough, diarrhea, ringworm, vomiting, upper respiratory virus etc, the owner **MUST** inform *Love Your Pet Animal Care Professionals Corporation* immediately to prevent the transfer of infection.
- ✓ It is the owner's responsibility to inform *Love Your Pet Animal Care Professionals Corporation* of any previous bite history, medical or behaviour issues surrounding the pet(s) before care is facilitated. If another animal or member of staff is injured as a direct result of negligence on this part, owner will be made responsible for medical and restoration fees incurred.
- ✓ Payment on invoices should be made prior to next billing period; otherwise invoice is subject to a late fee (determined by *Love Your Pet Animal Care Professionals Corporation*).
- ✓ In the event that invoicing is 30 days past due, services will be suspended until payment is made in full. Following suspension of walks or cat visits, outstanding debt will be sent to the collection agency within 30 days. If walks or visits do get suspended, advance payment may be requested.
- ✓ In the event of a discrepancy, owner is financially responsible for all services rendered unless otherwise decided by *Love Your Pet Animal Care Professionals Corporation*.
- ✓ *Love Your Pet Animal Care Professionals Corporation* reserves the right to cancel or change walks or cat visits at their discretion for reasons such as weather, behaviour issues, personal emergencies, vehicle malfunction/break-down etc. but owners will be notified prior to this event.

**love your pet animal care professionals**

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**constance burlock CEO**

\_\_\_\_\_  
**date**

\_\_\_\_\_  
**owner**

\_\_\_\_\_  
**date**