



## 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, diarrhoea, 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 behavioural 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.
- ✓ For your protection and ours we require up-to-date vaccination records for all of your pet(s).
- ✓ All pets must wear a collar and current identification tags.
- ✓ 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, outstanding debt will be sent to the collection agency within 30 days. If walks 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 Corp.* reserves the right to cancel or change walks at their discretion for reasons such as weather, behaviour issues, personal emergencies, vehicle malfunction/break-down etc. however owners will be notified prior in the event of occurrence.
- ✓ *Love Your Pet Animal Care Professionals Corp.* is not responsible for any dog that runs off during any walk (on or off leash). By requesting off-leash services, the owner is stating that the dog is capable of handling an off-leash park i.e. will come when called, not engage in prey drive, become spooked, etc.

**love your pet animal care professionals**

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**constance burlock CEO**

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

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

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