4425-C Treat Blvd #330
Concord, Ca 94521
(925) 899-7354
info@vettechpetcare.com

Policies, Terms and Conditions

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals. VTPC is synonymous with Vet Tech Pet Care.

Reservations, Fees & Cancellations:

All holiday bookings require a $100 deposit (or half of invoice if scheduled service equals less than $100). This deposit is non-refundable if cancellation is made with less than 14 days notice before start date.
One week prior to service date, we require a non-refundable payment of half of total invoice. Remainder of invoice is due first date of service.
Cancellations or schedule changes with less than 14 days notice are subject to loss of funds received.
VTPC charges 1.5x our regular rate on Holidays

VTPC takes a $100 non-refundable deposit to reserve Client's overnight or boarding care. The remaining balance is due in full on the first day of service. Must give 30 days notice if canceling pet sit service, otherwise payment is due in full.

Credit is given only as service credit not as cash and will expire within 6 months of credit date.

An added cancellation charge of $20 minimum will be imposed if cancellation occurs within 0-23 hours prior to any service (no refunds).

Clients returning home early will be required to pay for the reserved amount of time scheduled.

There will be a $40 service charge for each returned check. Late payments will acquire a 10% fee.

Unpaid service may be cancelled without notice by VTPC including prior to or during the service period.

VTPC picks up 2 sets of keys on our first meet and greet appointment and keep them safely and securely stored; any key pick up or drop off thereafter is a $15 fee. Any key cutting is a $10 charge.

If Client calls VTPC and makes reservation with less than 2 days to prepare before you leave, we will charge you $20 for the initial Meet and Greet visit, which is usually provided as a free service. We need time to arrange pet sitters and the initial visit before caring for your pets. Without adequate time, we may need to rearrange our schedules to accommodate your needs.

VTPC requires 2 weeks notice or payment when canceling contract of all regularly scheduled dog walks or pet visits. (This only pertains to clients whose animals we care for on a consistent schedule.)

We won't walk dogs in extreme heat or rain as it is unsafe for the health of your dog. Instead we will visit your dog in your home and give him/her lots of attention (brushing, playing with toys, and basic obedience training). Another option is to reschedule the walk.

This contract permits VTPC to accept all future telephone, online, mail, or email reservations and provide service without additional legal considerations or agreements.

General Policies

VTPC is not a veterinarian. We strictly are animal professionals who provide pet sitting services and are able to administer medications only if said medications have been prescribed by your veterinarian.
VTPC may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the Pet Sitter.

If a VTPC representative is sick/ill or an unforeseen emergency occurs where the assigned pet sitter cannot work or care for the animals, VTPC will do everything in its ability to replace the sitter with someone on staff or another reputable pet sitting company or kennel or veterinarian that can ensure the care of the animals. If this involves overnight care, and if there is no one available to stay, then we can only offer daily visits. VTPC is not liable in case of emergency.

VTPC agrees to provide agreed upon services in a manner that is trustworthy, caring and dependable. In consideration of the services as an express condition thereof, the client expressly relinquishes any and all claims against the company and its Independent Contractors, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by VTPC, will be the responsibility of the Independent Contractor. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.

Client agrees to discuss any concerns with VTPC within 24 hours of return after service.

This agreement is valid from the date agreed to, and replaces any prior Legal Considerations agreements.

Client agrees to any future VTPC term changes relayed verbally to the client, mailed or emailed in writing to the client, or posted on our website under the heading Terms or Policies.

I understand that VTPC reserves the right to change rates for services at any time but will notify client of any changes before hand.

The owner states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

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Service Agreement

Our investment each year is enormous, in advertising to appeal to Clients to use our service, the cost of finding and training pet sitters and the cost of Pet Sitting Insurance to cover our clients and our pet sitters. As a business, we naturally seek to protect our investment with a service agreement that includes the following terms and conditions. Your use of our service confirms your agreement to these terms and conditions.

Our VTPC team are Independent Contractors who are Registered Veterinary Technicians, Animal Care Professionals, Dog Walkers, or Professional Pet Sitters. These Independent Contractors have signed a contract with us that they will not accept work privately from a client of VTPC. The reason we insist on this agreement is that it can be risky for you to engage these pet sitters independently as they are unlikely to have their own liability insurance to cover you. You agree that you will not solicit or entice or engage a pet sitter referred to you by VTPC to perform work for you that excludes VTPC unless a once off referral fee is paid. You will agree to pay a once off referral fee of $900 to VTPC should you wish to directly engage a referred pet sitter on a private engagement that excludes VTPC. For a period of 12 months following the cancellation of service, you agree you will not hire or use any pet sitter previously referred to you by VTPC without payment of the once off referral fee. As part of their terms and conditions of teaming up with VTPC, pet sitters registered with VTPC are under contractual obligation not to accept work privately unless the once off referral fee is paid.

Property Policies

VTPC is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the client and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to VTPC within 14 days.

VTPC is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter and then it is the Independent Contractor who is liable for their own actions

VTPC agrees to remain fully insured through Pet Sitter International or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc as caused by an employee) or bonding.

VTPC accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.

At the time that service is booked, Owner will notify pet sitter of everyone who has been granted access to the home during the service period.

VTPC is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises.

VTPC will re-secure the home to the best of its ability at the end of each visit.

While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored at an undisclosed location. VTPC subscribes to insurance coverage through Pet Sitter International for lost key lock replacements.

Pet Policies

Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics.

The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).

The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.

Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches.
VTPC will not be responsible for the safety of any pets and will also not be liable for the death, injury, disappearance, or legal consequences of any pet with unsupervised access to the outdoors.

VTPC is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, the company is not responsible for the health or well being of the animal.

IF MEDICATIONS ARE TO BE ADMINISTERED: The Client acknowledges that VTPC is not a veterinarian and therefore does not hold VTPC accountable for medical circumstances beyond their control.

Pet Owner is responsible for supplying the necessary, safety equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc…) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse VTPC within 14 days for all purchases made.

Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend VTPC, in the event of a claim by any person injured by the Pet.

It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/"Code Red". VTPC will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.

If concerns prevent the Pet Sitter from continuing care or service for a pet, the Owner authorizes the pet to be placed in a kennel, or previously arranged locale if possible. All subsequent charges, including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability, are to be the responsibility of the Owner.

I understand that VTPC providers work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for.

I agree to allow VTPC providers to use their best judgment in handling these situations, and I understand that VTPC and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I also agree to be responsible for all Special Service fees assessed by VTPC for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 7 days of each incident.

Every dog and cat at the site of service will be current (per my veterinarians recommendations) on its rabies vaccinations prior to the arrival of any caregiver (unless otherwise noted in writing by DVM).

I will also make arrangements to guarantee that each animal is current and will remain current on its rabies vaccinations throughout each service visit period (unless otherwise noted in writing by DVM).

I agree to notify VTPC of any signs of injury or possible illness before any visit as soon as the condition appears.

VTPC reserves the right to cancel service at any location where a pet with a potentially infectious condition exists.

VTPC strives to provide clean, safe service to each of our clients. In doing so, VTPC strongly recommends that each pet be vaccinated, de-wormed, and protected from harmful insects according to veterinarian recommended standards. And have proper flea preventative applied before time of service.

Veterinary Release

In the event that any of my pets appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of VTPC, I give permission to VTPC to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Client/Pet Information on my pet's online profile.

Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable. I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible.

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 7 days of the initial incident.

I further authorize VTPC and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time VTPC cares for one or more of my pets.

I understand that this agreement applies to all of the pets within VTPC's care.