



In order to provide the best service for you, your pets and others, Maya's Pro Pet Care follows these policies.

Pet Care:

Maya's Pro Pet Care will provide pet care services based upon our agreement during our first visit.

Visit times are approximate and subject to change based on the needs of all pets under my care. Maya's Pro Pet Care will use our best judgment in caring for your pet and home.

If your pet will be outside, Maya's Pro Pet Care requires adequate food, shelter and toys for your pet.

Maya's Pro Pet Care reserves the right to terminate this agreement at any time if we determine that your pet is a danger to the health or safety of your pet or others. If we cannot care for your pet, you as the client authorize your pet to be placed in a kennel and you will be responsible for kennel charges.

Emergency Care: If your pet has special needs, please make arrangements with your vet to provide emergency care while you are away. We will attempt to contact you in case of emergency and if you are unreachable, we will try to schedule an appointment with your vet, but if that vet is unavailable, your pet will be taken to the closest vet or Emergency Care. Maya's Pro Pet Care has permission to authorize any care that the vet deems necessary for pet's health and safety. You, as the client agree to reimburse Maya's Pro Pet Care for any additional fees and all costs relating to vet care during your absence, which may be quite expensive and include x-rays, blood work and other procedures. Please make arrangements with your vet prior to your trip so your vet can make treatment decisions as needed.

Before a visit:

Keys: I will need a copy of your house key and any access codes at the time of registration.

Cancellations: Please be considerate and give us 24 hour notice, if you need to cancel a visit. There is no charge for cancellation.

Maya's Pro Pet Care agrees to provide the services stated in this agreement in a reliable and trustworthy manner. In consideration for these services, you as the client expressly waive and relinquish any claims against Maya's Pro Pet Care, except those arising from negligence or willful misconduct on the part of Maya's Pro Pet Care.

When you return:

Payment: Pet services fees are to be paid in full, when the customer is satisfied with services rendered. If payment is not received within 2 weeks of service, a \$25.00 late fee may be added to your invoice. There will be a \$25.00 charge for all returned checks. Maya's Pro Pet Care accepts checks or cash. We may accept credit cards in the future, but we are not set up for it now.

Extra Fees / Charges: Our contract is based upon what you and Maya's Pro Pet Care agree is reasonable during a visit, but sometimes your pet doesn't understand why things have changed and can get scared. If it takes a little bit longer to take care of your pet during the first visit, we will calm your pet and take care of any accidents. There may be additional changes which we can discuss as they occur.