



# Devoted Dog Support Care, LLC

## DDSC Policies

Devoted Dog Support Care, LLC (DDSC) strives to provide the best care possible for your pet(s) and we thank you for trusting us to care for them. We do not diagnose, prescribe medications, or prescribe treatments as we do not have a DVM on staff. All services are carried out by a registered veterinary technician. Our main goal is to assist you, the client, with your veterinarian's treatment plan. All medications and supplies are to be provided by you.

Please read the DDSC policies below and sign.

- Updates are sent via text after each visit. You do not need to respond every time if you don't wish to. If you are leaving the country and would prefer WhatsApp or email updates, please let us know.
- All medicine, treatment, and/or care will be carried out as agreed upon by both parties. Any changes need to be in writing.
- We ask that you provide 2 keys at the meet and greet appointment. If only one key is given, there needs to be another way to enter the house (ie garage code, or neighbor has a key) If keys need to be picked up or dropped off by Devoted Dog Support Care there is a \$20 charge.
- In the event that you need to cancel your reservation for a pet sitting or boarding service, please make every effort to do so prior to a week before your scheduled service. Canceling less than a week in advance will incur a \$50 cancellation fee. If your reservation is during the Holidays, canceling less than two weeks prior to reservation will incur a \$100 cancellation fee. Nursing visits can be canceled or rescheduled up to 2 hours in advance of your appointment otherwise there is a \$20 fee.
- Every effort will be made to contact you if there is a medical emergency with your pet, however if we are unable to reach you, or your designated emergency contact, we will take your pet to the appropriate veterinary emergency clinic depending on the situation. All fees charged for medical care by the emergency facility will be reimbursed by you to Devoted Dog Support Care upon receipt of the invoice. There is a \$35 transportation fee.
- Payment is due on or before the first day of service. You can pay through the invoice you receive via email, or leave cash or check in your residence prior to the first visit. Please make checks out to Heidi Grimes-Godfrey.

Signature\_\_\_\_\_

Date\_\_\_\_\_