

Carol Cares

The Total Pet Care Service



HOW DOES ALL THIS WORK?

Consultation Visit

Carol Mascia (Founder and Owner of "Carol Cares — Total Pet Care Services" will set up a time to visit with you and your pet. This gives you and your pet(s) a chance to meet me and I can explain full service details in the comfort of your own home. There is no obligation or consultation charge for this visit. Upon completion of this visit, and if you have decided to accept my services, we will proceed with next steps in determining a schedule for services needed.

Once you have completed our service agreement, I will ask that you complete a pet and pet owner profile. This will enable Carol Cares staff to review the history of your pet and his/her needs. In addition, this information will provide us with the necessary contact information and invoicing preferences. During this visit we will also discuss service fees and payment terms and I will answer all of your questions.

Key Exchange

We will set up a convenient time to complete a key exchange. This allows me access to your pet for our visits. I cannot agree to use a hide-a-key method for security measures. Your key copy will be kept securely whenever it is not in use and will never be tagged with a physical address. I will promptly return your key if you decide to terminate our services.

Daily Pet Notes

When I am completing my daily services, to confirm my visit with your pet, I will leave a daily "Pet Note" behind which provides you a recap of the day's activities.

Supplies

Please note that clients are to provide me with all necessary supplies including proper leash/collar/harness, food products, medication, brushes/grooming aids, food/water bowls, bottled water (for pets that prefer bottled over tap) in order to ensure the proper care of your pet for all elected services. Should additional expenses incur, clients are expected to reimburse "Carol Cares — Total Pet Care Services" immediately. Unless it is an emergency, I agree not to make any purchases on your behalf without your prior consent or the consent of your secondary designated contacts.

Photographs (My website "Client photos" section)

I take great pride in my business and in forming a bonding relationship with your pet. I may request to obtain a photo of your pet as part of my collection. In addition, I may ask your permission to use the photo on my website affectionately as my "motivational brag book"! I will never use a photo of your pet without consent.

