



Policies, Terms, and Conditions

Cancellation Policy:

Service Cancellation- Please notify Pacific Pet Nurses of any cancellations or changes to your scheduled services 24 hours ahead of scheduled service. Failure to do so will incur a cancellation fee of half the scheduled service rate.

Cease Service Due to Pet Stress or Aggression- Pacific Pet Nurses reserves the right to cease service/treatment due to pet stress, aggression or potential injury at the discretion of Pacific Pet Nurses. If this is to occur, a cancellation fee of half the scheduled service rate will be due.

Holiday Rate- Holiday rates may apply

Privacy Policy:

Storage- Pacific Pet Nurses uses a private, secure server to electronically store our records. We aim to keep all gathered information strictly secure and for the use of Pacific Pet Nurses only.

Medical Record Transfer- The Client authorizes Pacific Pet Nurses to share their pet's medical information/records with the referring veterinarian when and if applicable.

Rabies Vaccine Information- In the event of a traumatic injury to Pacific Pet Nurses caused by your pet, your pet's information may be disclosed to healthcare officials.

Restraint Policy:

Restraint- Pacific Pet Nurses may use restraint at the discretion of the LVT's working with your pet. Forms of restraint used may be manual, muzzles, or towel restraint.

Cease Service- Pacific Pet Nurses reserves the right to cease treatment due to patient stress, aggression or injury to themselves, other pets, or people. If this happens 50% of service rate is due.

Payment/Rate Policy:

Payment Due- Payment is due in full upon time of service, Pacific Pet Nurses accepts card payments via Square app or emailed invoice.

Prices- Pacific Pet Nurses reserves the right to change fees and rates bi-annually.

Rate Sheet- A copy of the Fees and Rates document is available online and will be provided to The Client upon request.

Travel Rates- Pacific Pet Nurses charges a modest fee for travelling services. Rates are based by City address.

Pacific Pet Nurses Company Policies:

All services performed by a licensed Veterinary Technician. Pacific Pet Nurses does not give out any medical advice or prescribe medications. Nursing care is only performed as recommended by a licensed veterinarian. Referrals are available for your regular veterinarian to complete and return to Pacific Pet Nurses.

The Client understands that Pacific Pet Nurses will only perform nursing care as instructed by a veterinarian and will not be responsible for decisions regarding the pet's health made by the veterinarian and owner.

The Client agrees to notify Pacific Pet Nurses of any signs of illness or injury to the pet prior to scheduled service.

If a threat of an infectious condition may exist, Pacific Pet Nurses reserves the right to cancel services.

All services will be supervised by the client/pet owner or by an appointed guardian.

Pacific Pet Nurses always strives to provide the services agreed upon with the upmost care and compassion and prevent accident or injury, however such things may occur no matter how well the pet is cared for.

The Client is responsible for all medical expenses and/or damages that are result of an injury to the pet care provider by the client's pet. The Client agrees to hold harmless, indemnify, and defend Pacific Pet Nurses if a claim is made by any person injured by the client's pet.

Pacific Pet Nurses is not responsible for any damage to the client's property caused by the client's pet.

The client agrees to not assert any claims against Pacific Pet Nurses with connection of treatment except those that involve gross negligence or willful misconduct on the part of Pacific Pet Nurses. The Client agrees to contact Pacific Pet Nurses directly regarding any concerns within 24 hours of occurrence.

This agreement is valid for all future service dates without the need for an additional contract to be signed with each future service. The Client agrees that the signed Agreement to Treat contract will be valid for all future services for their pet(s) with Pacific Pet Nurses.