

PETS & PAWS- ANIMAL SERVICES LTD.

Terms & Conditions- Website and Services

Last Updated: October 29th 2023

Introduction

This website is operated by Pets & Paws- Animal Services LTD. The Terms and Conditions apply to this website, to the services offer to you, and to the transactions related to these services. The terms “we”, “us” and “our” used on this website refer to Pets & Paws- Animal Services LTD. The terms “this website” refers to petsandpaws.ca. The terms "Client" and "Pet Owner" refer to you as a client of Pets & Paws services.

Binding

By accessing, visiting, and using this website, you agree to bound by the Terms and Conditions set forth below. The following terms, conditions and policies protect and cover all the services offered by us that are published on this website. If you do not agree to all terms, conditions, and policies under the "Terms and Conditions", you may not access the website, nor the services offered by us. Any additional contracts from Pets & Paws-Animal Services LTD are process with the same terms, conditions and policies, or otherwise specify and signed in a mutual agreement between Pets & Paws representatives/owners and you.

Updating/changes of the Terms and Conditions

The date of the last update will be displayed at the top right of this page "Terms and Conditions". Changes will become effective as they are posted on this website. We reserve the rights to change, update and replace the "Terms and Conditions" at any time by posting these changes and updates on our website. It is your responsibility to stay informed and updated regularly. If you continue to use this website and the services of Pets & Paws after the changes and updates, yet you are accepting and respecting to bound by these updated terms, conditions, and policies.

Communications

By using our website and services, you agree to communicate with us by phone call, text messages, emails and/or in-person. You agree and acknowledge that we may communicate with you electronically by email address, by phone call and text message on your cellphone, or verbally in-person. Any oral or written communications, including emails and text messages are subject to these terms, conditions and policies. Communications include oral and written agreements, notices, disclosures, consents, forms and contracts.

Third-party property

This website may include links or references to certain services, content and materials from other companies, associations, and partners that are considered as "third parties". We are not responsible for any of these third-parties' material, products, website nor services. In case of an emergency with your animal, please review these third parties' policies, conditions, terms before booking or engaging in any services and transactions with us. We will not accept any responsibility for the accuracy of the third-parties' website content, nor for any loss, damage, injuries and violation resulting from your disclosure and agreements with these third parties, including animal care, personal information, and transactions. Please contact them directly if you have any concerns, claims or questions regarding their website, services, and products.

General Conditions

By agreeing to these Terms and Conditions you are declaring that you are 18 years old or older, or you have a parental consent signed and accepted by Pets and Paws representatives to continue to use this website and its services.

The Client accepts to pay the full-service cost (100%) before the beginning of the service or otherwise agreed upon between the Client and Pets & Paws representatives.

The Client agrees to pay the full-service cost (100%) if not cancelled 12 hours before the beginning of that service.

The Pet Owner accepts to inform Pets & Paws about any concern regarding their pet(s) within 12 hours after the service.

The Client gives the authorization to enter the Client's home, at the given address, to perform the service agreed upon. Pets & Paws staff will, to the best of their ability and capacity, re-secure the home after each visit.

The Client is responsible of the good functioning of his/her home entry systems including locks, doors, gates codes, and so forth.

The Client agrees the prohibited use of cameras in any bathrooms and washrooms of his/her home.

The Client agrees that Pets & Paws can refuse his/her access to the website and services at any time for any reason.

Liability

The Client agrees to release any claims against Pets & Paws-Animal Service LTD, including its owners, employees, and representatives in the exception of situations of negligence or willful misconduct on the part of Pets & Paws members.

Pets & Paws will only follow the vet recommendations and directions for any course of action related to the animal's health including treatments and medication. Pets & Paws staff are Pet First Aid certified, not professional veterinarians. All medications must be provided by veterinarian or animal professionals. The medication must be given to and only to the animal which it was prescribed for.

The Pet Owner is fully responsible for the actions of the Pet Owner's pet(s) if cause any damage whatsoever, including, but not limited to, damages, injuries or death to itself, or damages, injuries or death to other animals, pets, people, and property while in care of Pets & Paws. The Pet Owner accepts all medical and material costs and expenses caused by the Pet Owner's pet(s).

The Pet Owner is fully responsible for any damage or injury caused by their pets during transportation. Pets & Paws is not responsible for the sickness, injury, or death of the animal while traveling in any company vehicles.

Pets & Paws is not responsible of any loss, theft or damage of any kind during any services, and which is beyond the staff control.

The Pet Owner accepts to reimburse any costs related to the loss or damage of Pets & Paws materials caused by the Pet Owner's animal.

The Client accepts to pay the full cost (100%) of the service if Pets & Paws staff is unable to enter the Client's home because of a door malfunction including key locks, doors, crate locks, entry systems and others. The Client is responsible of the proper functioning of his/her entry methods and systems.

Pets & Paws cannot always guarantee that its services will be provided in a "best time scenario". We are giving to you a time commitment that is probable and realistic. There is a possibility that our services can be modified, rescheduled, or even possibly unavailable within the desired deadlines.

Pets & Paws is not responsible for any inaccuracies and typing errors on this website.

Privacy Policy

Pets & Paws is under the duty and obligation to keep all its clients' personal data secure and private. Personal information and privacy include names, credit card information, billing address, house access codes and keys, and pets' health and vaccinations reports. The client must provide accurate information and data about themselves and their pets according to the service provided. If you have any concerns or questions about our Privacy Policy, please contact one of our representatives - see contact information at the end of these Terms & Conditions.

Keys Handling

Pets & Paws' staff and representatives have no rights under the law to reproduce any clients' keys and remotes. Any keys/remotes lost by our staff must be replaced by the client at no cost to Pets & Paws. All house keys and remote-control entry devices will be returned within 12 hours upon request.

Price Changes

Prices may be subject to change, including increases or decreases.

Responsible Use/ Prohibited use/ Intellectual Rights

Pets & Paws- Animal Services LTD owns all rights on this website including the information and data displayed on it. A violation of these rights may involve the recourse of lawsuits. A violation of these rights includes the copy, reproduction, display, distribution, adaption, or use electronically or commercially of this website, its information, and its data, and this, by any conditions and circumstances. A written agreement with Pets & Paws owners must be issued to use these intellectual rights. Do not engage in any activity that may cause damage to this website and which can jeopardize the availability and use of this website. By using this website and our services, you agree to follow the general guidelines and practices by applying and respecting the Canadian laws and regulations.

Law and Jurisdiction

Any conflicts in regard of these Terms and Conditions could be disputed in Canadian courts.

Violation of these Terms & Conditions

The violation of these Terms & Conditions may result in the temporary or permanent suspension of your access to this website and the services we offer.

Entire Agreement

The Terms & Conditions constitute an entire agreement between you and Pets & Paws; the entire agreement must be agreed to in order to use Pets & Paws' website and services.

Contact information

This website and services are owned and operated by Pets & Paws- Animal Services LTD.

If you have any concerns, comments or questions regarding these Terms and Conditions, please contact us at these following addresses:

petspart@petsandpaws.ca

info@petsandpaws.ca