

Terms and Conditions for Pawsitively Simple

Effective Date: September 25, 2023

By using our services, you, the customer, agree to the following terms and conditions.

SERVICES

1. Pawsitively Simple provides dog training, walking, nail trim, and other dog related services to customers in Illinois.
2. All services are provided by trained professionals.
3. Pawsitively Simple reserves the right to refuse service to any customer for any reason.

LIABILITY

1. Pawsitively Simple is not liable for any injuries or damages to your dog or your property that may occur while our services are being provided.
2. You agree to indemnify and hold Pawsitively Simple harmless from any and all claims, losses, damages, and expenses (including attorneys' fees) arising out of or in connection with your use of our services.

PAYMENT

Payment for services is due at the time of service. Pawsitively Simple accepts cash, check, Zelle, Venmo, PayPal, and credit card payments.

CANCELLATION POLICY

1. If you need to cancel a scheduled appointment, please do so at least 24 hours in advance.
2. Customers who cancel services less than 24 hours before the scheduled appointment may be charged a cancellation fee of up to 50% of the cost of the service.

HEALTH AND SAFETY

1. Customers are responsible for ensuring that their dog is up to date on all vaccinations and is in good health before receiving services.
2. Pawsitively Simple reserves the right to refuse service to any dog that appears to be sick or injured.
3. Customers are responsible for providing Pawsitively Simple with any necessary information about their dog's health or behavior.

CONFIDENTIALITY

1. Pawsitively Simple will not share any personal information about customers or their dogs with third parties without the customer's explicit consent.
2. Pawsitively Simple *may* use photos or videos of dogs receiving services for promotional purposes but will not share any identifying information about the dog or its owner except for the dog's name.

GOVERNING LAW

These terms and conditions are governed by the laws of the state of Illinois. Any disputes arising from these terms and conditions will be resolved in the state of Illinois.

By using Pawsitively Simple's services, customers agree to these terms and conditions.