



# SPLASHING PAWS, LLC





Client Onboarding & Booking Experience Flow  
Compassionate Care for Every Step of the Journey

Date: \_\_\_\_\_

## STEP 1 — SERVICE SELECTION (BOOKING PAGE)

Client sees:

### "Choose Your Care Experience"

-  Hospice & Comfort Care Intake (In-Home / Facility Support)
-  Desert Sunset Memorial Service (End-of-Life Celebration)
-  Recovery & Rest Care (Post-surgery / rest support)
-  Memorial & Aftercare Services (Ash handling / remembrance)

*All services require signed intake and liability agreement prior to confirmation.*

## STEP 2 — SERVICE OVERVIEW PAGE

### "Before You Book, Please Understand"

We provide compassionate hospice and memorial care for pets in a peaceful, supportive environment.

This includes:

- Comfort-focused care
- End-of-life support
- Memorial services (when applicable)
- Coordination with veterinary instructions

**⚠ Splashing Paws, LLC is not a veterinary medical provider.**

## STEP 3 — FULL DISCLOSURE & RISK ACKNOWLEDGMENT

Client must scroll and check all boxes before proceeding:

- I understand this is a hospice / memorial care service
- I understand my pet may decline or pass naturally during care

- I understand outdoor events may involve environmental risks (if applicable)
- I understand emotional end-of-life experiences may occur
- I agree that services are non-veterinary supportive care only

**STEP 4 — MASTER INTAKE AGREEMENT (E-SIGN)**

**"SPLASHING PAWS MASTER HOSPICE & LIABILITY AGREEMENT"**

Includes:

- Hospice care acknowledgment
- DNR selection
- Medication authorization
- Emergency authorization
- Memorial / ashes clause
- Liability waiver

**Required actions:**

- Digital signature
- Initial DNR section
- Checkbox confirmation

**STEP 5 — PET & VETERINARY INFORMATION FORM**

<b>Pet Name</b>	<b>Species / Breed</b>

<b>Pet Age</b>	<b>Pet Weight</b>

<b>Veterinarian Name &amp; Clinic</b>

<b>Veterinarian Phone</b>

<b>Known Medical History / Diagnosis</b>

<b>Current Medication List</b>

<b>Special Instructions</b>
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## STEP 6 — SERVICE-SPECIFIC ADD-ON WAIVERS

Depending on booking selected, the client may see additional waivers.

### IF DESERT SUNSET MEMORIAL SERVICE SELECTED

#### "Outdoor Event Safety Waiver (Arizona Desert Environment)"

Must acknowledge:

- Snakes / scorpions / wildlife
- Uneven terrain / fall risk
- Heat / environmental exposure
- Emotional memorial experience

I accept all outdoor event risks

## STEP 7 — PAYMENT & RESERVATION CONFIRMATION

#### "Secure Your Reservation"

- Deposit or full payment options
- Cancellation policy
- Event date / time confirmation

## STEP 8 — IMMEDIATE CONFIRMATION PAGE

### "You're All Set

*"Thank you for trusting Splashing Paws, LLC. We are honored to walk with you and your pet through this journey."*

Confirmation includes:

- Appointment details
- What to expect next
- Staff contact info
- Emergency after-hours number

