

# Bath & Grooming Services Agreement & Risk Disclosure



- 1) I agree to my dog(s) being cared for at Pampered Pup'z, at my request, and without further written consent. My dog(s) are in good health (no open wounds, infections, stitches, illnesses, etc.)
- 2) I understand that I am responsible for any harm caused by my dog(s) while attending Pampered Pup'z, be it to a staff member, another dog, or the facility. Initials: \_\_\_\_\_
- 3) I understand that Pampered Pup'z is required to follow Lake County Animal Care and Control guidelines for bite reporting.
- 4) I understand and agree that Pampered Pup'z and their staff will not be held liable for any illness, injury, and/or liability arising from my dog's attendance at Pampered Pup'z.
- 5) I understand and agree that any issues which develop with my dog(s) will be treated as deemed best by the staff of Pampered Pup'z at their sole discretion. In the event of any injury/illness, Pampered Pup'z will contact owners within the best of their ability but will obtain immediate medical treatment should it be deemed necessary. I will assume responsibility for any expenses involved. Initials: \_\_\_\_\_
- 6) I understand that proof of annual vaccinations, Rabies, Distemper, Bordetella, is mandatory, and it is my sole responsibility to update Pampered Pup'z of any new proof of vaccination. I also understand that my dog(s) must be on regular heartworm medication and flea/tick medication.
- 7) I understand that it is my responsibility to communicate with Pampered Pup'z if my dog is showing any signs or symptoms of illness. Initials: \_\_\_\_\_
- 8) I understand that should my dog(s) be exposed to any contagious illness, rash, infection, etc. that Pampered Pup'z can NOT accept my dog(s) for at least two weeks after treatment unless I obtain and provide Pampered Pup'z with a signed veterinary note indicating my dog(s) condition is not contagious. Initials: \_\_\_\_\_
- 9) Pampered Pup'z Bath and Brush service includes Tearless Face Wash, Cleansing Shampoo, Fluff Dry, Brush Out, Nail Trimming, Ear Cleaning, Perfume, and Bandana. Full Groom service includes Bath and Brush services, Full Groom Haircut and Style, and as necessary, external anal gland expression and ear plucking.
- 10) I understand that if my dog(s) is found to have fleas or ticks, they will be treated at my expense to ensure the safety of my dog(s) and other dogs attending Pampered Pup'z. A bath and brush plus flea shampoo is *required* for any dog found with fleas.
- 11) I understand that Pampered Pup'z is a "by appointment" business. Cancellations must be made at least 48 hours before the scheduled date/time of appointment. If you cancel within 48 hours of the appointment, there will be a 50% cancellation fee owed of the total bill. This fee will be added to the next appointment. "No Shows" are also responsible for a cancellation fee added to the next appointment and may be subject to scheduling restrictions as we deem necessary. Initials: \_\_\_\_\_
- 12) I understand that Pampered Pup'z may move or cancel an appointment if an owner is more than 15 minutes late. If you are more than 15 mins Late for an appointment time, we may not be able to accommodate you and there will be a cancellation fee. Initials: \_\_\_\_\_

- 13) I understand that drop-offs for any scheduled Bath Brush or Grooming with Daycare must be no later than 11am. Pampered Pup'z may move or cancel this appointment if an owner does not drop off by 11am and there will be a cancellation fee. Initials: \_\_\_\_\_
- 14) I understand that my dog(s) must be *picked up within TWO hours of the completion of my dog(s) bath and/or groom*. Any dogs picked up more than two hours from bath/groom completion time will be *charged a daycare fee*. Any dogs left after closing will be charged an overnight and food fee. The hours of operation are Mon.-Fri. 6:30 am-6:30 pm, Sat. 9 am-5 pm, Sun. (pick up/drop off overnight stays only) 11am-2pm. Initials: \_\_\_\_\_
- 15) *Dogs will be given an ESTIMATED time of completion*; I am aware that this is an estimate and can take longer or shorter than the original estimation. Initials: \_\_\_\_\_
- 16) Senior pets, extremely anxious pets, and pets with health problems have a greater chance of injury during grooming/bathing. Pampered Pup'z will groom/bathe these dogs for cleanliness and comfort in styles that will least add to their stress, and we reserve the right to deny requested styles if we deem it to be stressful or unsafe. Initials: \_\_\_\_\_
- 17) I understand that during the normal course of activity in Pampered Pup'z outdoor play and potty area, my dog can be exposed to insect bites (bees, spiders, ticks, etc.), allergens, sunburn, and exposure to other outdoor elements. Pampered Pup'z will not be held liable for any outdoor-related injuries or illnesses.
- 18) I understand that my dog(s) must be on a fixed operational and functional leash (no retractables) and be supervised by an adult at all times, including when dropping off and picking up my dogs and while in the parking lot outside of the facility. While we encourage leash usage in the parking lot, Pampered Pup'z will not be held responsible for any injuries or deaths occurring outside our facility due to an owner's choice to opt-out of recommended restraint. Initials: \_\_\_\_\_
- 19) Dogs may not be introduced or interact in the lobby on or off-leash. Please keep your pups at a safe distance from other people and pups while in the lobby.
- 20) I understand that to ensure the safety of all animals, employees, and yourself, no customers are allowed beyond the front desk/lobby area.
- 21) I understand no wild-hybrid dog breeds of any content are allowed at Pampered Pup'z. Including, but is not limited to: Wolf Hybrids, Native American Indian Dogs, Coydogs, Wolfdogs, Wolamutes, Lupo Italianos.
- 22) Occasionally grooming/bathing can expose a hidden medical problem or aggravate a current one. If a dog is severely tangled or matted, it is at a greater risk of stress, injury, and trauma. All precautions will be taken; however, problems occasionally arise during or after grooming, such as but not limited to: irritated eyes, nicks, clipper irritation, and stress. I agree that Pampered Pup'z will not be held responsible for any exposed or pre-existing medical conditions encountered during grooming or any irritation or injury sustained during the normal course of a groom/bath. Initials: \_\_\_\_\_
- 23) Dogs with matted coats need extra attention during their grooming session. Mats left in a dog's coat only grow tighter and can cut off circulation and, in extreme cases, even tear the skin. Pampered Pup'z will not cause serious or undue stress to your pet, and will not continually de-mat your dog(s). *Mats can be tough to remove and may require your dog to be shaved at Pampered Pup'z discretion*. Removal of the heavily matted coat has many risks, including but not limited to: Nicks, cuts, skin abrasions, ear shaking, and the uncovering of numerous skin conditions. After-effects of de-matting procedures can include and are not limited to itchiness, redness, sunburn, self-inflicted irritations, behavioral and personality changes, and failure of the hair to regrow. Additional charges apply for extensive mat removal. Initials: \_\_\_\_\_

- 24) I understand that Pampered Pup’z reserves the right to refuse service to me and my dog(s) at any time for any reason including but not limited to aggressive, disruptive, or unacceptable behavior; stress, geriatric dogs, pre-existing chronic conditions, etc. Pampered Pup’z direction and decisions are always in the best interest of all dogs’ health, comfort, and safety at the facility.
- 25) I understand that Pampered Pup’z has the right to refuse/stop services before or during a groom/bath and charge a reactive dog handling fee.
- 26) I understand that photos, videos, etc. are taken of the facility, dog(s), and staff regularly. I give Pampered Pup’z full rights and permission to use said images as they deem fit. Photos are property of PamperedPup’z.
- 27) Hold Harmless Agreement: By signing this contract, you agree to hold Pampered Pup’z, it’s owners, operators, officers, directors, and employees harmless from any damage, loss, or claim arising from any condition of the pet of the undersigned owner, either known or unknown to Pampered Pup’z.

Dog Name 1:

Dog Name 3:

\_\_\_\_\_

\_\_\_\_\_

Dog Name 2:

Dog Name 4:

\_\_\_\_\_

\_\_\_\_\_

I have read and understood the policies of Pampered Pup’z as set forth above and agree to its contents.

I understand that pricing is subject to change, and payment is due at the time of pick-up:

Owner’s Name Printed: \_\_\_\_\_

Owner’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_