



DOG DAYCARE, PET CARE/GROOMING AGREEMENT

Your Name: _____
Dogs Name: _____ Birth Date: _____
Breed: _____
Address: _____ City _____ Postal Code _____
Phone#: _____ Cell#: _____
Email: _____ Vet Clinic _____
How did you hear about us: _____

Your pet is very important to us; Dog Dayz would like to assure you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible. Safety comes first for everyone, people as well as the pets, during the grooming process.

Health or Medical Problems

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be assumed by the owner upon signing this contract/agreement.

Accidents

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quickening of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If the groomer feels it is serious, and the

owner is not on-site, the groomer will seek immediate veterinary care for your animal.

Veterinarian Authorization-Medical Emergencies

This release gives Dog Dayz full authorization to seek medical treatment from nearest veterinarian in the case of any medical emergencies while in the care of Dog Dayz. All veterinarian costs and expenses will be the responsibility of the pet's owner.

Current Vaccinations

Any new puppy clients being serviced in our salon must be up to date on all puppy vaccinations. Adult/senior dogs must be current on Rabies.

Dangerous or Aggressive Animals-Refusal of Services

Dog Dayz has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, Dog Dayz has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee (for what was done up until that point).

Use of Muzzles

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed pet, allowing the grooming process to continue. If a pet still acts in a way that is dangerous, Dog Dayz has the right to stop grooming services at any time and a service fee will be collected. We do NOT muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

Matted Coats

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. Dog Dayz will not cause serious or undue stress to your pet by de matting. Mats can be very difficult to remove, and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mould, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted

irritations or abrasions and failure of the hair to grow. In some cases, pets may also exhibit brief behavioural changes. Prevention is the best defence by scheduling regular grooming appointments, every 6-8 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge for this process: it is time consuming, and causes extra wear and tear on grooming equipment. The additional charge will be added.

Cancellations/No call, No Show

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer; we ask that any salon cancellations are made at least 24 business hours in advance. By providing your email address you will receive a reminder of your appointment 2 days in advance. If you need to reschedule please provide notice at this time. A fee of \$25 will be charged for no shows.

Satisfaction

Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, We will be happy to make any adjustments **when you pick-up your pet from his/her appointment**. No refunds are offered on grooms.

Photographs

This release authorizes Dog Dayz to take photos of your pet for client file and for company website and social media pages. All photos taken are the property of Dog Dayz however you are free to share them.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the cat(s) or dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Dog Dayz to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the above.

Signature _____

Date: _____