

Bow Wow Boutique N Spa LLC

Client Agreement

Vaccinations/Veterinarian Information: By signing this contract, owners verify their pets are current on Rabies and DHLPP(C). Proof of vaccinations shall be provided to Bow Wow Boutique N Spa upon request as well as current Veterinarian information. Special circumstances will be taken into consideration. If you are found to have been misleading or falsified documentation regarding your pets vaccinations you will be subject to a \$150.00 sanitation fee and banned from receiving future services.

Health or Medical Problems & Senior Pets: Grooming services can sometimes be stressful both physically & emotionally, especially for a senior pet or pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the service. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort rather than “style” as to not add to their stress.

Medication/Sedation: If your dog requires medication while in our care, you must **provide the medicine in the original container with the veterinarian's instructions.** We will **NOT** groom a drugged or sedated dog! If we suspect that you have “pre-medicated” your dog, we will refuse service and end our business/client relationship.

Aggressive or Dangerous Pets: Owners **MUST** inform Bow Wow Boutique N Spa if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific handling procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and handler. Bow Wow Boutique N Spa reserves the right to refuse/stop services for such pet(s) at any time before or during any service provided, and **charge a Special Handling Fee in addition to the regular service charge.**

Accidents in Grooming: There is always the possibility an accident can occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems can occur including cuts, nicks, scratches, clipper irritation, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around.

Additionally, if you arrive to pick up your pet and it is still being groomed, please do NOT talk to it or allow it to see you. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on distracting your pet, or the groomer, **we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.**

Mat Removal in Grooming: Pets with matted coats need extra attention during their grooming session. Mats left in a pets coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Bow Wow Boutique N Spa does not wish to cause serious or undue stress to your pet, and will not de-mat your pet for you. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts, irritation, or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, hematomas, and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. **There is an extra charge for matted pets.**

Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part is needed. Flea infestations can lead to tapeworm and other health problems. If fleas or ticks are found while your pet is in our care, your pet will be treated with a product to kill the fleas/ticks and **you will be charged for it.** Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease. Please note that parasites are a health hazard to your pet as well as to the people and pets around it.

Late Pick-Ups: If your pet(s) is not picked up by closing for the day, an additional late pick up fee of \$1.00 per minute past closing time will be charged. Staff will only wait 30 minutes past closing for you to pick up your pet(s), your pet(s) will then be boarded until the next regular business day at a rate of \$45/night (per pet) charged to you.

No-shows & Cancellations: Appointment changes/Cancellations/No Shows with less than 24 hours notice WILL BE charged fees as follows: 1st offense=\$25, 2nd offense=Full Groom Price, 3rd offense=Full Groom Price + Non-Refundable Pre-Payment for future services, 4th offense=Removal from service. We understand there may be emergency situations and will work with you, but not on a continued basis. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we had known. **Note: Clients 15 minutes late risk losing their appointment without notice.**

Accidents/Injuries in Playcare: There are risks and benefits associated with group socialization of dogs. By accepting this agreement, you have decided that the benefits outweigh the risks and you desire a socialized environment for your dog(s) while attending services provided by Bow Wow Boutique N Spa. While socialization and play is closely monitored by our staff, it is always a possibility that injuries may occur. You agree that Bow Wow Boutique N Spa will not be held liable for for any claims of injury, illness, loss, damage, or death, including any consequential damages while receiving services at Bow Wow Boutique N Spa. **It is agreed that all expenses for Veterinary care, if needed, will be covered by the pet's owner upon signing this agreement.**

Hold Harmless Agreement: By accepting this agreement you (or your Agent) agree to hold Bow Wow Boutique N Spa, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Bow Wow Boutique N Spa. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts, agreements, or releases.

Emergency Care: In the best interest of your pet this agreement will give Bow Wow Boutique N Spa permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by Bow Wow Boutique N Spa. We will do our best to contact you first. **It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this agreement.**

By signing below, I acknowledge that I have reviewed a copy of the Bow Wow Boutique N Spa LLC Client Agreement and accept the terms and policies of Bow Wow Boutique N Spa.

Pet Owner/Representative Signature

Pet Owner/Representative Name Printed

Date