

## POLICIES AND GENERAL RELEASE

\_\_\_\_\_ Health or Medical Problems: Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after the grooming. All medical expenses for veterinary care will be covered by the animal's owner upon signing this agreement.

\_\_\_\_\_ Accidents: Although accidents are very rare, there is a risk when handling pets. We use extreme caution and care in all situations', our grooming equipment is extremely sharp, and accidents can occur. In most cases, this can happen when the pet is wiggling or moving around. Your pet's safety and comfort are our number one priority

\_\_\_\_\_ Vaccinations: All dogs must be current on their vaccinations. Grooming dogs must provide proof of up-to-date rabies vaccinations, along with distemper and Bordetella vaccinations. Puppies under 4 months must provide proof of at least the first series of puppy vaccines.

\_\_\_\_\_ Tethering If your pet dances around or moves a lot during grooming, he or she may be tethered during the process. SAFETY is our number one concern here, both for the animal and the groomer.

\_\_\_\_\_ Illness: If your dog is exhibiting signs of illness (diarrhea, vomiting, lethargy, lack of appetite, coughing, sneezing, etc.) you must keep them home until they are symptom-free.

\_\_\_\_\_ Fleas/Ticks: To keep flea-free, all dogs must be on an annual flea and tick preventative. Dogs who present with fleas will be given a flea bath at the owner's expense of \$20 in addition to the base cost of the bath or groom. If you do not want them to receive one, you can reschedule your appointment after the fleas are resolved by you.

\_\_\_\_\_ Aggressive/Dangerous/Stressed Pets: If your dog is too stressed or becomes dangerous to handle, we will not continue services that day. Your dog's safety is our NUMBER 1 priority! If we think your pet is a danger to staff, or themselves (including extreme anxiety), it is in everyone's best interest to stop the grooming. We reserve the right to refuse services, stop grooming services, or cancel services at any time before, during, or after grooming and the client will be charged a grooming fee for the services performed until that point. Thank you for your understanding!

\_\_\_\_\_ Sedated Pets: We cannot work with sedated pets as there is a risk of side effects that we are not medically trained to handle. If you sedate your animal for the appointment and do not inform us of it, you understand that we will not be held liable for any repercussions related to the sedation.

\_\_\_\_\_ Satisfaction: Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, we are happy to do so. Please let us know within 24 hours of the appointment.

\_\_\_\_\_ Cancellations: We book on an hourly basis and cancellations leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any cancellations or re-scheduling's are made at least 24 business hours in advance. Any cancellations not made at least 24 hours in advance, will be charged a fee of \$50 and be payable prior to scheduling another appointment. If you do not call to cancel and do not show up to your appointment, this is considered a "no call, no show", and a fee of \$50 will apply and is REQUIRED TO BE PAID before another appointment may be scheduled.

\_\_\_\_\_ Payment: Payment is due at time of pick-up. We accept cash, Visa, MasterCard, Discover, and local checks.

\_\_\_\_\_ PHOTO AND VIDEO RELEASE: I agree to allow Chewie's Pawsibilities, LLC Grooming to use my pet's name and any images or videos taken while he/she is in the care of Chewie's Pawsibilities, LLC in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

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 animal for which services are being performed. I authorize this signed contract to be valid approval for future grooming services, permitting Chewie's Pawsibilities 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 \_\_\_\_\_