

GROOMING, BOARDING AND DAY CARE POLICY/TERMS OF CONSENT

400 Clarence Avenue
Pass Christian, MS 39571
Owner: Caroline Laton



Pet Information

Name _____ Age _____
Breed _____ Color _____
Male / Female _____ Spayed/Neutered: Yes No _____ Vaccinated: Yes No _____
Date of Vaccination _____

Owner Information

Name _____
Address _____
Home Phone _____ Mobile Phone _____
E-mail Address _____

Emergency Contact

1. Name _____ Phone Number _____
2. Name _____ Phone Number _____

Veterinarian Contact

Veterinarian/PracticeName _____
Address _____
Phone _____ Fax _____

Quick Survey:

- | | | |
|---|-----|----|
| 1. Is your pet on any medication or treatment that may be affected by grooming? | Yes | No |
| 2. Is your dog aggressive or has a history of biting? | Yes | No |
| 3. Is your pet considered to be a senior pet or in any weakened condition? | Yes | No |
| 4. Is your dog comfortable being around other animals? | Yes | No |
| 5. Has your pet experienced any symptom of illness, particularly kennel cough? | Yes | No |

PLEASE DISCUSS ANY POTENTIAL CAUSE OF CONCERN THAT MAY AFFECT THE HEALTH AND SAFETY OF YOUR DOG OR OUR STAFF PRIOR TO ENGAGING IN BUSINESS WITH PAWS ON THE PASS!

Veterinarian Liabilities and Care

Paws on the Pass is hereby given permission to obtain medical treatment for any pet that appears to be ill, injured or exhibits any other behavior that would reasonably suggest the pet may need medical treatment. Typically this would be the nearest veterinarian practice which is Live Oak Animal Hospital, located 0.8 from our location. For more severe or after hour treatment, there is a 24 hour emergency veterinarian service Gulf Coast Veterinarian Emergency Hospital which is located 25 miles from our location.

I AGREE THAT I AM FULLY RESPONSIBLE FOR THE COST OF ANY SUCH MEDICAL TREATMENT AND FOR THE COST OF ANY TRANSPORTATION FOR THE PURPOSES OF SUCH TREATMENT PROVIDED TO MY PET.

Health/Medical Problems and Senior Pets

Some medical conditions can make grooming stressful on pets.

I agree to inform the groomer or staff if my pet has been diagnosed with a heart problem, arthritis, back or neck problems or any other serious medical condition. Every attempt will be made to minimize the stress which could exacerbate a pre-existing problem. This may mean altering some standard procedures such as not using a heated dryer or expecting the pet to stand still for extended periods. Unfortunately, this could change the final grooming appearance. If the pet becomes excessively stressed or show signs of medical compromise, the groomer will stop, and I will be contacted for options.

Aggressive Pets

Owners **MUST** inform Paws staff and management if the dog bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. In some cases, use of a muzzle maybe necessary. I understand this will not harm my pet, but will protect the pet and the groomer. Paws on the Pass reserves the right to refuse/stop services for aggressive pets at any time before or during the grooming process.

Matted Pats

Pets with matted coats require extra attention during the grooming session. Mats left in pet's coats only grow tighter, and can strangle the pet's skin and can potentially leave open wounds. I understand that pet's coats should be brushed out routinely to minimize the need to de-mat my pet. Mats are difficult to remove and may require pets to be shaved. It is not uncommon for underlying skin problems to be revealed once mats are shaved off including parasites, fleas/ticks, infections, yeast/bacteria or wounds. If found the groomer shall contact me with any such findings prior to shaving my pet. It may require veterinarian care prior to grooming in severe cases.

Fleas and Ticks

We recommend the use of CapStar to all of our pets that come in with fleas to help ensure Paws stays a flea free zone. An added fee of \$10.00 will be applied. If fleas or ticks are found on your pet during the grooming process, your pet will be treated with a flea and tick shampoo to kill the parasites and you will be charged an additional fee. Ticks found will be removed for an additional charge. If ticks are found we strongly suggest you take your dog to be checked by your vet to be tested for Lyme disease or other health issues. Please note that parasites are a health hazard to your pets as well as to humans and you do not want these brought to your yard or home.

Double Coated Breeds

Shaving a double coated breed can result in slow regrowth or failure of the coat to regrow at all. This has nothing to do with the method of grooming, but rather the growth pattern of these types of coats. In some cases, the coat regrows, but the color and texture may be different. This is an inherent risk of shaving these types of dogs and should be seriously considered prior to proceeding with the shaving. Shaving heavy coated dogs does not offer relief from heat, it actually makes them less able to regulate their body temperature. If shedding is the concern other methods could be used.

Accidents (Grooming)

There is always the possibility an accident may occur. Grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quickening of the nails, etc. In most cases this happens when a pet is active or moving around. Every effort will be made to insure your pet is groomed as safely as possible: however, we cannot be responsible in case an unfortunate accident were to occur. In some cases, pets may have reactions to grooming products or procedures such as shaving, ear plucking etc. We will make an entry in the pet's record to avoid the practice during future visits.

Accidents (Boarding)

I understand there is an inherent risk with leaving my pet for boarding and doggy day-care that is simply unavoidable. Although all pets are screened for social compatibility with other animals, there is a possibility that issues may arise between dogs, particularly when in close proximity to one another. While we do our very best to have supervision at all times when dogs are placed together, unfortunately one dog may take issue with another and bite, scratch or otherwise injure your pet. I agree that I am aware of such actions and will accept the risk. If my pet requires and first aid or medical care, I agree to accept the costs as part of my bill at check-out.

Grooming After Care

As your pet is finishing his appointment, we will make every effort to contact the owner for a seamless pick-up. Paws will be happy to allow your pet to remain in our after-care kennels for as long as necessary. If you choose, we can convert your pet's remaining time with us to doggy day-care for the remainder of the day for an upcharge of \$10.00. This will allow your pet access to indoor and outdoor play areas. This will require a socialization visit to determine your dogs ability to interact with other animals and people.

Dog Photos and Video Release

I agree to allow Paws on the Pass, its owners, employees, officers, directors and agents to use my dog's name and any images or likeness of my dog taken while he/she is at the grooming salon or boarding facility, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials. This includes the right of CCTV and its usage.

Personal Property

I agree that Paws on the Pass shall not be responsible or liable for any lost, stolen or damaged personal property belonging to either my dog or me. I also understand and agree that my dog's collar maybe removed in the grooming or common areas to prevent injury to my pet or others.

Vaccinations/Medications

All pets will need to have proof of vaccinations prior to his/her stay for day-care or overnight lodging. Rabies, DHPP and Bordetella vaccinations are required for all dogs and the FVRCP and rabies vaccinations are required for all cats. Other animals may require different immunizations or other medical clearances. In special circumstance, Paws will assist our customers in obtaining required vaccinations at an additional charge. The Bordetella vaccination shall be administered on a six month basis as the booster further protects the animal from contracting the illness
Medicine will be administered to overnight pets as directed by the owner provided the medication is provided by a veterinarian and is in the original and marked prescription bottle.

Hold Harmless

Many canine illnesses associated with kenneling, boarding and grouping of dogs in a public area are airborne in nature and can not be eliminated through cleaning or sanitation. Paws on the Pass employees are diligent in identifying animals that may be affected and restricting those animals from access. It is part of the screening process to ask the pet owner of the health and status of the animal prior to admittance to the facility and to not allow any at-risk an animals access to the facilities. Paws on the Pass will be as transparent as possible during the intake process if there has been a reported case of illness in our facility, or in the general area, and the customer will be given the opportunity to cancel their appointment if they feel their animal may be at risk. At no time will Paws on the Pass be responsible for the medical care or costs associated from exposure to any illness associated with their stay. It is the responsibility of the pet owner to evaluate the risks of boarding and kenneling and the decision to use the services provided at Paws on the Pass are solely at the discretion of the pet owner.

Drop-Off/Pick-Up Times

Doggy day-care is defined as a boarding that does not exceed the daily hours of operation. Half-day stays not exceeding five hours can occur at any time during the normal daily hours of operation. Any time over five hours will be considered a full day-care rate. For overnight stays, the pet can be dropped off at any time during the normal business hours and picked up at any time during the next day during the normal business hours. Early or late check-in or pick-up will be discussed prior to the date of arrival. Any pick-up occurring after 6:00 pm will incur an additional daily charge unless special circumstances have been discussed, typically resulting in a \$20/hour charge. Sunday drop-offs and pick-ups can be made by appointment only for no additional charge during the hours of 8-9:00 am and again from 5-6:00 pm. Other times may be negotiated, but additional charges may occur.

Abandoned Pet Policy

Unless otherwise required by applicable law, you must adhere to the agreements as set forth within this policy. Any pet left for what is considered to be an extended period of time without direct communication will be considered abandoned and will be subject to local laws regarding to abandoned pets. Paws will not terminate medical, water or food services and will maintain a safe environment for the pet at all times. Charges for abandoned pets will continue in pursuance with the original terms of the agreement, and these charges will continue to incur at the owners expense until such time the local authorities decide the best ocourse of action. The owner will be repsonsible for the charges and all legal attempts for collection will be implemented up to and including legal costs.

Hurricane/Evacuation Policy

The safety of your pet is of utmost importance, but so is the safety of our employees and families. If dire weather conditions are imminent, it may be necessary for you to pick up your pet early. Another consideration is in case of evacuation. If conditions become to the point where evacuation is necessary, your pet will not be left behind in no situation. The owner hereby grants permission to have the pet travel away from the area with a member of Paws on the Pass management or ownership until such time the condition is deemed safe for return. All charges will be incurred at the specified rates as per the original agreement unless other arrangements are made by direct communication with the owner. At all times with the safety and security of your pet be our primary concern.

Payment

I understand that any and all estimates provided prior to grooming are only estimates and that actual charges may increase or decrease based on services provided. Every attempt will be made to adequately communicate any findings during the check-in and interview process but the groomer may uncover problems unknown at check-in. I understand that the grooming manager will contact me prior to performing any service that was not previously discussed.

Overnight stays in excess of three nights will require a deposit equal to one-half the boarding cost when the pet is dropped off. I agree to the terms of times for pick-up and drop-off and understand that times outside those negotiated will incur additional charges.

I understand that I have the right to access to my pet at any time and I can remove the pet from the Paws' property without making payment; however, I understand I am liable for all expenditures and Paws on the Pass will make all efforts for collections. I also understand that payment is due upon receipt of services and no account will be carried over without specific terms agreed upon before services commence.

I, the undersigned, hereby acknowledge and agree that all the information provided in this grooming policy and consent form is complete and accurate to the best of my knowledge. I further acknowledge and agree I have read, understand and agree to all terms and conditions contained in the grooming policy and consent form. I also acknowledge this form may be ameded from time to time. I hereby execute the agreement for my dog, myself and my heirs, successors, representative or agents. I further attest that if I am not the sole owner or representative of the dog subject to this application that my signature is sufficient to enter into this agreement for and on behalf of any other owner or representative.

WARNING: PLEASE READ CAREFULLY. THIS AGREEMENT INCLUDES A RELEASE OF LIABILITY AND WAIVER OF LEGAL RIGHTS AND DEPRIVES YOU OF THE RIGHT TO SUE. Paws on the Pass will do their very best to provide the safety, security and sanitation of the animals left in our care, but unexpected conditions may occur which are out of our control. We pride ourselves in the superb care of your pet

Print Name

Date

Signature