

DOGGIE WASHERETTE GROOMING AGREEMENT
Policies and Procedures Form

Owner(s)/Guardian(s) Name: _____

Pet(s) Name: _____

Animal Hospital Name & Number: _____

The DC Code 8-1804 -Required Vaccinations

(a) An owner who has a dog over the age of four months shall before July 1st of each year, or within 10 days of acquiring the dog, or within 10 days after the dog becomes four months of age, obtain an annual license. An owner shall ensure that his dog wears a collar and a license.

(b) Before any annual license may be issued, the owner of the dog shall have the dog vaccinated against rabies and distemper.

(c) The Doggie Washerette requires the following vaccinations for service: Rabies, Distemper, and *Bordetella (aka Kennel Cough). It is the Owner's/Guardian's responsibility to make sure files remain updated.

***Please be advised that you may have to ask your Vet for the Bordetella vaccine.**

(d) If vaccines are not up-to-date, DW reserves the right to refuse or stop services for your pet(s) at any time before or during any service.

(e) **Aggressive or Dangerous Pets:** Owners/Guardians must inform DW staff if their pet(s) bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may/will be used when necessary. Muzzling will not harm your pet(s), and protects both the pet(s) and the DW staff and you may be charged a special handling fee in addition to the regular grooming charge(s) and the charge(s) are not negotiable.

(f) **Veterinary Care, Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for senior pets or pets with health problems, and can expose hidden medical problems or aggravate a current condition(s) during or after the groom. Senior pets and pets with health problems have a greater chance of injury; these pets will be groomed for cleanliness and comfort, in a manner that will not obtain immediate veterinary treatment for your pet. Should it be deemed necessary, DW will do its best to contact the owner/guardian; otherwise we will take your pet(s) to our authorized veterinarian or to the nearest veterinarian that is available. It is agreed that all expenses for veterinary care will be covered by the pet's owner upon signing this contract/agreement to a maximum of \$500 until contact with owner/guardian is established.

(g) **Mat Removal:** Pet(s) with matted coats need extra time and attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. DW does not wish to cause serious or undue stress to your pet(s), and will take all necessary means to groom your pet(s) with or without prior notice to the owner/guardian or consent from the owner/guardian if a pet is severely matted. Mats can be difficult to remove, and may require the pet(s) to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts 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 or infection. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations, sores or abrasions and failure of the hair to re-grow. There is an extra charge for de-matting and shaving, these charges are not negotiable.

(h) **Client Communication:** It is the Owner/Guardian responsibility to inform DW of any change in contact information. Every attempt will be made to contact the Owner/Guardian of the pet(s) in our care, however, if no contact can be made DW will assume authority to make any decisions and take actions that are in the best interest of the pet(s) in our care.

PLEASE FILL OUT BOTH SIDES OF THIS FORM

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(i) **Hyperactive Pets & Accidents:** There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible accidents could occur including cuts, nicks, scratches, quicking of nails, etc. Every effort will be made to insure your pet(s) is groomed as safely as possible, but an excited pet can be dangerous to continue to work on and we reserve the right to end any and all services if deemed unsafe for the pet(s) or DW Staff.

(j) **Parasites:** DW must be informed if you suspect your pet(s) has fleas, ticks or other parasites. If fleas or ticks are found during any service(s), your pet(s) will be treated with a product to kill the fleas and/or ticks and you will be charged in addition to your invoice. If ticks are found, we strongly suggest you have your pet(s) tested for Lyme disease. Should pet(s) show evidence of internal parasites we reserve the right to end all service(s).

(k) **Hold Harmless Agreement:** By signing this agreement/contract the owners/guardians agrees to hold DW, it's owners, operators, employees, officers, directors, etc., harmless from any damages, losses, or claims arising from any condition or ailment of the undersigned pet(s), either known or unknown by DW. It is understood this clause applies to any and all pet(s) receiving any service(s),

(l) **Lost, Damaged or Destroyed Items:** If leashes, collars, harnesses, carriers or any other personal effects become lost, damaged, or if destroyed we are not responsible for reimbursement or replacement of personal effects.

(m) **Late Pick-Ups:** If your pet(s) are not picked up by end of business day, an additional \$35.00 kennel charge will apply to your invoice should no contact be made by/with the owner/guardian by/with the owner/guardian of the pet(s) before end of day DW may charge a "Late Fee". If contact has been made by/with the owner/guardian before end of business day the late fee will be \$1.00 per minute after closing. The "Late Fee" will not exceed \$20.00 and kennel charge will take effect 20 minutes after end of business day.

(n) **Neglected and/or Abandoned Pet:** DW will make every effort to ensure the safety of your pet(s) while in the care of DW. Should a pet repeatedly return in a condition that would indicate neglect, we must file a report with local animal law enforcement agencies. Animal cruelty as defined by ASPCA means the unnecessary or unjustifiable physical pain or suffering caused or allowed by an act, omission, neglect, abandonment. Should no contact be made with owner/guardian for 72 hours, DW will assume that the pet(s) has/have been abandoned and will notify an animal law enforcement agency. After which DW will not assume responsibility of any form for the pet(s).

(o) **Deposits:** At times DW will/may require a deposit of half or full amount of services being rendered. On these occasions we will require a cash deposit before services are engaged.

(p) **No-shows & Cancellations:** We understand there may be emergency situations and will work with you. Please be respectful of our time as we are a by-appointment business. Note: Clients 30 minutes late risk losing their appointment without prior notice.

(q) **Photos:** Owner/guardian agrees upon signing this contract/agreement that DW is allowed to take photos of their pet(s) before and after a groom to be used for advertising, posting on social media websites, without notice, and will overwrite any and all prior signed contracts or documents.

By signing, I acknowledge that I read, understood, and agreed to the above policies

Owner/Guardian Signature: _____ **Date:** _____

Print Name: _____

PLEASE FILL OUT BOTH SIDES OF THIS FORM