

Grooming Policy Agreement

I, the undersigned customer, do hereby entrust my pet(s) to the groomer at South Paw Massage and Wellness for the purpose of grooming my pet(s).

PET(S) AND GROOMER SAFETY

Your pet(s) safety is first at South Paw Massage and Wellness.

We require a current copy of your pet's vaccination records. Rabies vaccination is required annually by the State of Florida. DHLPP-Parvo & Bordetella (Kennel Cough) are needed for the protection of your pet(s). This policy is strictly enforced. If no proof is provided, we will have to confirm vaccination with your Veterinarian BEFORE you leave your pet(s) at our facility. We do accept titer testing for those who cannot be vaccinated.

Due care will be taken with the pet(s) for the safety of the pet(s) and groomer. If it is necessary for the safety of the pet(s) and the groomer, you consent that, muzzles, elastic collars, slings, straps etc. will be humanely used and are acceptable.

I am aware that if my pet(s) does not respond to the groomer and remain still during the grooming procedure, accidents can happen such as nicks from clippers or scissors or toenail trimmers.

For the pet(s) to properly respond to the groom it is essential that the pet(s) be alone with the groomer and clients will not assist in the grooming unless requested to do so.

Customer assumes all liabilities, financial and otherwise, for the behavior and health of their pet(s). In consideration of the services rendered by South Paw Massage and Wellness, Customer waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against South Paw Massage and Wellness and their contractors or employees relating to the care, control, health, and/or safety of Customer's pet(s) arising during services performed by South Paw Massage and Wellness.

PET(S) HEALTH CONDITIONS

Allergies and Sensitivities: Your dog's safety and comfort is our primary concern. It is the Pet Owners responsibility to advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. Please let us know of any prior grooming history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.

South Paw Massage and Wellness understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well-being of the pet(s), we will not continue with any grooming procedure that will cause pain, discomfort to the pet(s) or harm to the groomer. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian.

South Paw Massage and Wellness (GROOMER) will be held harmless from damage, loss or claims arising from any known or unknown pre-existing condition of the pet(s). The terms, special services or handling shall include, but are not limited to, veterinary emergency services in the event that the client is not available. Client authorizes the South Paw Massage and Wellness to act as his/her agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or other medical conditions.

FLEA INFESTATION/SALON SANITATION

If fleas are found on your pet, our groomer will treat with Capstar and/or administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer's discretion and at the client's expense. The shampoo is gentle, non-alkaline and hypoallergenic. Capstar is safe for puppies four weeks and older, weighing two pounds or greater, as well as for pregnant or nursing dogs.

MATTED OR NEGLECTED COAT AND SHAVEDOWNS OR CUSTOM CUTS

A matted coat is not only very uncomfortable, but dangerous for your pet's health. Excessive matting can be avoided with regular brushing and grooming. Our groomer will be happy to show you some brushing techniques for mat prevention.

The groomer will attempt to de-mat the pet (if possible) at \$1 per minute (minimum \$15) in addition to the regular grooming fee or the pet will receive a "shave down" to remove the mats, if the matting is excessive. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis. If the client requests the mats be combed out, the groomer will not do so if it causes pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems.

I am aware that matting or poor condition of my pet's coat can be cause for problems after grooming such as clipper/brush irritation.

AFTER CARE FOR IRRITATION: Apply witch hazel with a cotton round 2x daily for 10 days.

Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his/her understanding of client's directions and his/her ability. However, no guarantee is made.

Shaving of your pet may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions that may require vet attention.

PAYMENT

I understand that payment for grooming services is due at the time the services are rendered unless prior arrangements have been made.

CANCELLATIONS

A courtesy reminder email or text will be sent up to 48 hours prior to your appointment time. An email address is required. South Paw Massage and Wellness must be notified at least 24 hours prior to the scheduled appointment of any cancellations. This allows us time to try to book a replacement for your vacated appointment. The client may be billed for half of the normal grooming charge if a 24 hour cancellation notice is not provided. Service may be terminated for repeated cancellations without 24 hour notice.

LATE or NO SHOWS

If unforeseen circumstances cause our groomer to be late, we will call and make an arrangement for a later discharge. Please be sure to provide us with a phone number where you can be reached in case we are late. Pets are expected to be picked up as scheduled. If you cannot make the agreed-upon time, please call and allow us to alter our schedule accordingly. Dogs not picked up within reasonable time will be housed at our facility for a daycare/boarding fee, whichever applies to time spent.

COMPLETION TIME

Every effort will be made to keep our scheduled grooms running smoothly. A typical groom can be completed in 1.5-3 hours from the time of your appointment. If your pet(s) has behavior issues or skin and coat problems, the appointment may take a longer period of time. If you need your pet(s) returned by a certain time, please let us know prior to the groom. We are happy to work with you as much as possible, but repeated calls to check on the readiness of your pet(s) only causes further delay. We do not provide waiting facilities for our patrons and for the comfort and security of your pet(s), it is not recommended that you come in too early while we are still grooming your dog.

REFUSAL OF SERVICE / AGGRESSIVE DOGS

South Paw massage and Wellness has the right to refuse service for the following reasons though not limited to: Pet(s) will not be groomed if not safe or too large or heavy to handle. Your pet's safety, comfort and well-being are our utmost concern. Your pet(s) will be groomed by our trained professional groomer in the style you have requested. We reserve the

right to alter or cease any groom in the event that our staff determines it is in your pet's best interest or your pet displays aggressive behavior. Customer understands that South Paw massage and Wellness has the right to refuse service to Customer's pet(s) at any time for any reason. Customer also understands that all bites will be reported to the local authorities as required by law. The client may be charged the price of the groom.

PUPPIES

We want your puppy's first few visits to be as pleasant as possible and will make every effort to do so by starting with simple haircuts and positive handling techniques. Your puppy should enjoy grooming and, to encourage this, a puppy's first haircut is not guaranteed. If you teach your puppy some basic discipline and to be still for brushing, professional grooming will be much easier for both the puppy and groomer. Tearless shampoo will be used for your puppy's safety. We recommend multiple short visits to the groom for your puppy to have the best experience to last a lifetime.

OLDER DOGS

We will use extra care and patience for older pets; however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pet(s). If, in our judgment, brushing or clipping is determined to cause too much stress to the pet(s), we will modify or terminate the haircut. Please be sure to notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying, or clipping phases. Any grooming which takes place on an elderly or frail pet(s)/s is conducted at your risk.

Customer releases South Paw Massage and Wellness, its agents, officers, contractors, and employees from any and all liabilities, financial, and otherwise, for injuries to Customer, Customer's pet(s), or any other property of Customer, which arise in any way from services and/or products provided by or as a consequence of Customer's association with South Paw Massage and Wellness including, but not limited to, veterinarian bills.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of South Paw massage and Wellness.

I am the legal owner or caregiver of this pet.

Signature