

**THE DOG BOUTIQUE**  
**TERMS OF SERVICE AND WAIVER/RELEASE**

Thank you for choosing The Dog Boutique ("TDB") for your dog's grooming needs! TDB prides itself on doing its utmost to provide a safe and comfortable experience for your dog.

Please complete the information section below and take the time to read the following carefully as it includes our terms of service and a waiver and release of liability, which TDB trusts you will find fair and reasonable.

Please initial each page, sign and date at the bottom, and return to TDB before your appointment.

**Owner:** Full Name:

Address:

Main Phone:

Alternate Phone:

Email:

Emergency Contact Name/phone:

**Dog:** Name:

Breed:

Age:

Weight:

Vaccination Recorded Dates:

Medical Problems:

Past Grooming Problems:

**Veterinarian Name/phone #:**

### **VACCINATIONS**

TDB requires proof that your dog's rabies vaccination is current. Rabies tags are not accepted. TDB strongly recommends that vaccinations against all infectious conditions be obtained at least 48 hours prior to a grooming appointment to avoid discomfort for your dog during grooming. Also note, that even a fully vaccinated dog can still become ill, and you will not hold TDB responsible for any illnesses your dog may contract. TDB maintains a clean and sanitary environment and will not allow any known sick pets into our environment for the safety of all other pets and staff.

### **FLEAS AND TICKS**

TDB will generally not accept dogs with fleas and/or ticks. Please take your dog to your veterinarian at least one week prior to the grooming appointment for treatment if there is any chance your dog may have fleas and/or ticks. If fleas and/or ticks are found during the grooming session, your dog will be given a flea bath at your expense (at a cost of \$35). Even so, any flea bath will only kill the adult fleas on your dog but will not prevent any future fleas or flea eggs from hatching once your pet leaves TDB. Customers who knowingly/ repeatedly bring dogs to TDB who have fleas/ticks may be charged the cost of fumigating its premises.

### **MATTED COATS**

Dogs with matted coats require extra attention and additional services. Matted coats can cause and hide skin that is red, irritated, swollen, or cracked and can conceal the presence of fleas or other pests. Mats can be very difficult to remove and may require your dog to be shaved. Removing a heavily matted coat can cause nicks, cuts and abrasions due to skin growths trapped in the mats. Shave downs and/or de matting may cause itchiness, skin redness, irritations, or abrasions and failure of the hair to grow. In some cases, pets may also exhibit brief behavioral changes. TDB highly recommends scheduling regular grooming appointments, every 4-8 weeks, to avoid matting.

If your dog needs to be shaved to remove matting, by signing below, you acknowledge that you agree in advance to this procedure, and any of its associated risks. There will be an additional charge for this process at the groomers discretion.

### **SAFETY AND SERVICE POLICIES**

The safety and comfort of each dog is the primary concern of TDB. For that reason, your dog will be tethered for the duration of the grooming service. If your dog shows signs of stress and/or aggression, you agree in advance that TDB has your permission to use an Elizabethan collar (cone) or a muzzle in order to allow the grooming process to continue safely for both your dog and the groomer. This will be at the discretion of the groomer. In the event that your dog becomes too stressed or becomes dangerous to groom, TDB has the right to refuse or stop services at any time and you will be charged a grooming fee for the services rendered until the point of stoppage. Senior pets and pets with health issues have a greater chance of becoming stressed/ injured during the grooming process. These pets will be groomed for cleanliness and comfort in styles that will keep them as healthy as possible.

### **CUSTOMER'S DUTY TO DISCLOSE**

In order to ensure the safety and comfort of each dog in TDB's care and the safety of its staff, it is critical that you disclose now, and continue to disclose on an ongoing basis, any and all medical or other conditions, including personality concerns or behaviors, that may expose TDB staff or other dogs in TDB's care to injury or illness.

### **CANCELLATIONS/NO CALL, NO SHOW**

Cancellations are costly to TDB and inconvenience other customers who could have used the canceled appointment. TDB kindly asks that any cancellations are made at least 24 hours in advance. The second instance of a failure to provide at least 24 hours' advance notice of cancellation or 'no show' will result in the customer being charged a 50% extra fee onto their next appointment. After the 3rd instance, TDB has the right to refuse service to said client.

### **CUSTOMER SATISFACTION**

Your satisfaction is essential. If you are unhappy with the groom for any reason and would like something adjusted, TDB will be happy to make any adjustments when you pick-up your dog. However, once you take your dog home from the appointment, any return visits scheduled more than one week after will be treated as a new appointment.

### **COSTS/ESTIMATES**

TDB can only give quotes for services based on information shared about the dogs' size, coat condition and behavior. Final price will be determined upon physical inspection of the dog's coat and once the service is completed. Services that require the use of a muzzle/cone or have a matted coat removed, will have extra fees accompanying the final price of that service.

Payment is due at time of pick-up. Currently, TDB only accepts cash or debit.

\*Pricing is subject to change from time to time, without notice.

**PRE-EXISTING CONDITIONS**

TDB does not provide veterinary services and will not be responsible for diagnosing or treating pre-existing medical conditions.

If your dog has any pre-existing medical conditions (seizures, arthritis, collapsing trachea, heart disease, etc.), please make TDB aware of them in advance so that we can take the steps to ensure your dog's safety and comfort.

TDB **does not groom pregnant or nursing dogs, or females in heat.** TDB has the right to refuse service to any and all dogs who may be aggravated by the grooming process.

TDB will be not responsible for any allergic reactions resulting from the manufacturer recommended usage of any products. Grooming procedures can sometimes be stressful, especially for senior pets and pets with pre-existing health problems and can expose hidden medical issues or aggravate a current medical problem during the groom. TDB will not be responsible for aggravating pre-existing conditions during the grooming process, particularly if it is unaware of them. **Because senior pets and pets with health issues have a greater chance of injury/death/illness, these pets will be groomed for cleanliness and comfort only.**

In the unlikely event that your pet requires immediate veterinary attention, you give TDB the right to act as your agent and seek medical care on your behalf, at your expense. TDB will take every step to contact you as soon as possible by using the phone numbers provided.

**CLIENT FILE PHOTOS/PUBLICITY**

You hereby allow TDB to take and keep photos of your dog for its client file and client history purposes. Also, because we are confident that we will do a great grooming job, we expect that we will want to use photos of your dog for marketing purposes. By signing below, you also authorize TDB to use photos of your dog for marketing purposes, including by posting them on social media, and you agree to do so free of charge or royalties.

All photos of your dog taken by TDB will be exclusive property of TDB.

**WAIVER/RELEASE OF LIABILITY**

While TDB knows it will do its utmost to try to avoid causing any injury, illness or discomfort to your dog, those risks cannot be eliminated entirely.

By asking TDB to groom your dog and by signing below, you understand and accept that the grooming services provided by TDB carry the risk of injury, illness and discomfort for your dog, and you hereby agree that, to the greatest extent permissible by law:

- neither you nor any other owner of the dog shall not sue, make any claims for damages against, or otherwise commence any legal proceedings against TDB or its staff in connection with any injuries, illnesses or discomfort that arises during or as a result of the grooming services provided by TDB, even if that was in any way done negligently, including but not limited to nicks, cuts, scrapes, abrasions, brush/ blade burn, skin irritation, cut quicks, allergic reactions, heart attacks, seizures, anxiety, changes in personality, and the like, that your dog might suffer during a grooming appointment or as a result of any part of the grooming process
- TDB will not be liable or responsible for any decrease in your dog's value, including for commercial purposes such as breeding, marketing/advertising, television/film production and the like, which you claim was caused by TDB's grooming services
- If your pet is involved in an incident (ie biting a person or another dog) you hereby authorize TDB to release your name and contact information to all parties involved in the incident and/or the appropriate government authority
- This waiver and release is binding on you and any other owner of the dog, now or in the future.

**UNDERSTANDING AND ACCEPTANCE**

**I have had ample time to read the terms of service and waiver/release, to seek advice about them (if necessary), and I agree to the terms and conditions herein. I confirm that I am a rightful owner of the dog listed above and that I am binding any other owners of the dog to these terms of service and this waiver/release. If replying to this form online, you understand that replying with your name and date acts as your electronic signature, having the same effects as an original signature, accepting all the terms and conditions herein.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date