Paw Printz Inc. Customer Agreement

701 6th Street SW, Winter Haven, FL 33880

Owner Name(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State: \_\_\_\_\_\_\_\_\_ Zip: \_\_\_\_\_\_\_\_\_\_\_

Home Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How did you hear about Paw Printz Inc.? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional contact information (other than owner(s)):

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship: \_\_\_\_\_\_\_\_\_\_\_

The abovenamed person is authorized by me to:

* Pick-up my dog(s) from boarding or daycare?
* Make decisions for my dog(s) on my behalf in an emergency?
* Make decisions for my dog(s) on my behalf in non-emergency situations?

Yes: \_\_\_\_\_\_\_\_\_\_ No: \_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship: \_\_\_\_\_\_\_\_\_\_\_

The abovenamed person is authorized by me to:

* Pick-up my dog(s) from boarding or daycare?
* Make decisions for my dog(s) on my behalf in an emergency?
* Make decisions for my dog(s) on my behalf in non-emergency situations?

Yes: \_\_\_\_\_\_\_\_\_\_ No: \_\_\_\_\_\_\_\_\_\_

By checking here, you may verbally (by telephone), or in writing, request that Paw Printz Inc. release your dog to someone other than the person(s) listed above, and you release Paw Printz Inc. of and from all responsibility for releasing your dog to any person Paw Printz Inc. reasonably believes to be authorized by yourself.

**Your Dog(s)** (*attach “Additional dogs” addendum, if necessary*):

**Dog one:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Weight: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Color: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Birth Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Male: \_\_\_\_ Neutered: \_\_\_\_ Female: \_\_\_\_ Spayed: \_\_\_\_

Veterinarian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Dog Two:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Weight: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Color: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Birth Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Male: \_\_\_\_ Neutered: \_\_\_\_ Female: \_\_\_\_ Spayed: \_\_\_\_

Veterinarian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Group Play/Group Exercise:**

By initialing here, you acknowledge that the dog(s) listed above is/are permitted to be co-mingled with other dogs during group play and/or group exercise if Paw Printz Inc., in its sole discretion, determines that your dog(s) is/are eligible for such activities. Initials: \_\_\_\_\_\_\_\_\_\_\_\_

Please provide the following information for each dog listed above:

Method of flea control and heartworm prevention: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is your dog housebroken? Yes: \_\_\_\_ No: \_\_\_\_

Does your dog go to the dog park? Yes: \_\_\_\_ No: \_\_\_\_

Has your dog ever bitten a person or another animal? Yes: \_\_\_\_ No: \_\_\_\_ Do not know: \_\_\_\_If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Has your dog ever exhibited aggressive behavior towards people or other animals?

Yes: \_\_\_\_ No: \_\_\_\_ Do not know: \_\_\_\_ If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Has your dog ever been bitten or attacked by another dog? Yes: \_\_\_\_ No: \_\_\_\_

Do not know: \_\_\_\_ If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Has your dog ever escaped a fenced enclosure? Yes: \_\_\_\_ No: \_\_\_\_ Do not know: \_\_\_\_

If yes, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Does your dog board well? Yes: \_\_\_\_ No: \_\_\_\_ Never Boarded: \_\_\_\_\_Do not know: \_\_\_\_

If no, please explain: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Eating habits:**

Eats all food at mealtime: \_\_\_\_ Nibbles throughout day: \_\_\_\_ Bolts food: \_\_\_\_Goes for periods without eating: \_\_\_\_ Sometimes requires more palatable food to be mixed-in to eat: \_\_\_\_

In your opinion, is your dog: Underweight: \_\_\_\_ Ideal Weight: \_\_\_\_ Overweight: \_\_\_\_

Please describe any medical or physical problems, including allergies: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Please list any special conditions regarding health, diet, and/or grooming (*e.g., cut preferences or skin sensitivities):* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Paw Printz Inc. Policies**

Paw Printz Inc. reserves the right to change your dog’s type of boarding/daycare, and/or provide or decline additional services, if necessary, to protect the health and well-being of your dog, other dogs, or our staff. (*Additional charges may apply.*)

Paw Printz Inc. will contact your veterinarian for records regarding vaccinations and flea/heartworm preventions.

**Vaccinations**

All dogs must be current on: Rabies, Bordetella, and Parvo/Distemper.

**Flea and Heartworm**

All dogs must be current on flea and heartworm prevention programs.

If your dog is exhibiting any symptoms that may suggest illness such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy, or diarrhea, please do not bring your dog to daycare or boarding.

Un-spayed females in heat will not accepted. Although we accept un-neutered males and un-spayed females (*not in heat)* for boarding services only, Paw Printz Inc. is not responsible for unplanned breeding. If your dog comes into heat while boarding, we will contact you and you will be expected to pick up your dog immediately. If you are unable to do so, you will be charged and extra $30.00 per day.

**Rates and Hours of Operation**

Current rates and hours of operation are posted in the office and online. Paw Printz Inc. reserves the right, without notice, to adjust its rates and fees for services.

Reservations and reservation cancellations are required for all stays.

Deposits and/or cancellation fees may apply for extended stay and holiday/peak season bookings.

Payment of all charges must be paid in full upon check-out of your dog(s). We accept cash, check, debit, and credit (Visa, Mastercard, Discover). There is a $35.00 returned check fee.

**Daycare Check-In and Check-out**

If your dog is enrolled in daycare and is not checked-out within the time specified, you will be charged boarding rates in addition to applicable daycare rates. If unforeseen circumstances prevent you from picking up your dog within the time specified, please notify Paw Printz Inc. as soon as possible so that suitable arrangements for care and feeding can be made.

**Food and Feeding**

Paw Printz Inc. provides a premium diet for all dogs. Because changing diet can upset a dog’s stomach, we encourage you to bring your dog’s own food in a sealed and labeled container. Please bring more than enough for your dog’s entire stay. If your dog requires a special diet and the supply you provided is exhausted during your dog’s stay, Paw Printz Inc. will make every effort to procure the same or similar brand on your behalf, and you will be charged for the quantity purchased as well as a procurement fee.

**Medications/Supplements**

If your dog is on medication and/or supplements, please bring more than enough of each for your dog’s entire stay. If the supply of medications or supplements you provided is exhausted during your dog’s stay, Paw Printz Inc. will make every effort to procure essential medications only, and you will be charged for the quantity purchased as well as a procurement fee. Charges may apply for the administration of medications and/or supplements; please see our current fee schedule.

**Personal Items**

Do not bring items with your dog(s) that are valuable or irreplaceable. Paw Printz Inc. is not responsible for loss or damage to any personal item, including bedding or toys, left with or for your dog(s).

**Abandoned Dog Procedure**

Unless otherwise required by applicable law, if you fail to pick up your dog(s) by the designated time and have failed to make satisfactory alternative arrangements with Paw Printz Inc., Paw Printz Inc. will continue to provide basic service to ensure the dog’s health and safety, and charges will continue to accrue. Paw Printz Inc. will make best efforts to contact you, using the information you provided, advising you that if your dog(s) is not picked up within a reasonable time period, your dog(s) will be deemed to be abandoned and that Paw Printz Inc. will deliver the dog(s) to a third-party adoption partner or to Polk County Animal Control. You understand that you may lose ownership of your dog(s) under these circumstances. If you fail to pick up your dog(s) for any reason, you release Paw Printz Inc. from all further liability and responsibility for your dog(s). You shall remain liable to Paw Printz Inc. for all unpaid charges, including, without limitation, the court costs and reasonable attorney's fees incurred in the collection of such charges.

**Grooming Policies**

**Aggressive or Dangerous Dogs**

Owners must inform Paw Printz Inc. if their dog(s) bites, has bitten, or is aggressive to people, other dogs, or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your dog and protects both the dog and the groomer. Paw Printz Inc. reserves the right to refuse/stop service for such dogs at any time before or during the grooming process, and charge an aggressive dog fee, in addition to the regular grooming charge. Customers also understand that all bites will be reported to local authorities as required by law.

**Health or Medical Problems & Senior Dogs**

Grooming procedures can sometimes be stressful, especially for a senior dog or a dog with health problems. These procedures can expose hidden, or aggravate, known medical problems during or after the groom. Because senior dogs with health problems have a greater chance of injury, these dogs will be groomed for cleanliness and comfort, and the style that will not add to their stress. In the interest of your dog, this agreement will give Paw Printz Inc. permission to obtain immediate veterinary treatment for your dog should it be deemed necessary by Paw Printz Inc. We will do our best to contact you first, then take your dog to your authorized veterinarian or to the nearest available veterinarian. It is agreed that all expenses for veterinary care will be covered by the dog’s owner upon signing this agreement.

**Mat Removal**

Dogs with matted coats need extra attention during their grooming session. Mats left in a dog’s coat will only grow tighter and can strangle the dog’s skin or eventually tear it open. Paw Printz Inc. does not wish to cause serious or undue stress to your dog and will not continually de-mat your dog. We believe in comfort over vanity. Mats can be exceedingly difficult and uncomfortable to remove and may require the dog 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 dog’s skin allowing mold, fungus, or bacteria to grow causing skin irritations or abrasions and failure of the hair to regrow. Shaved dogs are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until their hair grows sufficiently to protect the skin. In some cases, dogs can also exhibit brief behavioral changes. There is an extra charge for de-matting. Prevention is the best defense against matting; therefore, be sure to schedule regular grooming appointments. We will do our best to remove mats but not at the expense of your dog experiencing pain or discomfort. Therefore, a severely matted dog may not have a grooming outcome you would expect.

**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, potential problems could occur, including cuts, nicks, and scratches. In most cases, this can happen when a dog is wiggling or moving around. Every effort will be made to ensure your dog is groomed as safely as possible, but an excited dog can be dangerous to continue to work on. We reserve the right to end the grooming session, even if the groom is not completed. If you arrive to pick up your dog and it is still being groomed, please do not talk to it, or allow it to see you. Sit quietly, or step outside for a few moments. Every effort will be made to ensure your dog is groomed as safely as possible. It can be dangerous to work on an excited dog. If you insist on talking to your dog, or the groomer, we reserve the right to end the grooming session, even if not completed, and the full grooming price will be charged.

**Parasites**

If you suspect your dog has fleas or ticks, prompt and thorough action on your dog is needed. A flea infestation can lead to tapeworm and other health problems. If fleas or ticks are found during the grooming process, you will be charged an additional fee to properly treat your dog. Paw Printz Inc. will not use pesticide dips or sprays on your dog. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest that you have your dog evaluated for Lyme Disease. Parasites are a health hazard to your dog as well as to humans.

**Hold Harmless Agreement**

By signing this agreement, you (*or your agent*) agree to hold Paw Printz Inc., its owners, franchise owners, affiliates, operators, employees, officers, and directors, harmless from any damage, liabilities, financial and otherwise, loss or claim including but not limited to veterinarian bills arising from any condition of the listed dog (dogs), either known or unknown, to Paw Printz Inc. or any other property of the Customer, which arise in any way from services and/or products provided by, or as a consequence of, customers association with Paw Printz Inc. It is further understood and agreed that the terms of this agreement can change at any time, without notice, and will override **all** prior signed contracts or releases. It is further understood that this clause appeals to **all** dogs groomed at Paw Printz Inc.

**No-Shows & Cancellations**

No-shows and last-minute cancellations are subject to a $20.00 FEE PER DOG, which will be added to your next ticket. Prepayment for same will be required before another appointment is booked. We understand there may be emergency situations and we will work with you, but not on a continued basis. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we had known. NOTE: Clients who are 15 minutes late risk losing their appointment without notice.

**Representations and WAIVERS OF LIABILITY**

I have read and understand the following:

I agree that I am the owner of the dog(s) and am fully authorized to enter into this agreement.

I understand and agree that Paw Printz Inc. is relying on my representations of my dog’s (dogs’) health and behavior. I further understand and agree that Paw Printz Inc., and its staff, will not be liable for any health problems that develop. I agree and understand that Paw Printz Inc. reserves the right to deny admittance to my dog(s) at any time for any reason.

I understand and agree that Paw Printz Inc. will not be liable for any injuries or illnesses that occur because of my dog’s (dogs’) attendance, provided that reasonable care and precautions are followed.

I understand that group exercise and group play are situations where dogs co-mingle in groups, and if I have given permission to Paw Printz Inc. to allow my dog(s) to participate in any group activity, I understand and acknowledge that there are risks inherent when dogs co-mingle, including, but not limited to, bites, scratches, and sore muscles.

I understand that Paw Printz Inc. is not a veterinary establishment and does not practice veterinary medicine. I understand and agree that if my dog(s) become ill or injured, or if the state of the dog’s (dogs’) health requires medical attention, Paw Printz Inc., in its sole discretion, may engage in the services of a veterinarian or administer medicine or give other requisite attention to my dog. Paw Printz Inc. staff will make their best efforts to notify me in the event of a serious illness or injury using the contact information I have provided to Paw Printz Inc.

I understand that I am responsible for providing updated contact information. I agree to assume full financial responsibility for ***all*** expenses incurred, and I release Paw Printz Inc. and its staff from ***all*** responsibility for, or claims, damages, debts, arising out of or related to such medical care, including, but not limited to, transportation to/from the veterinary clinic and choice of veterinarian or animal hospital.

I certify, to the best of my knowledge, my dog(s) has not been exposed to any communicable diseases within the past 30 days. I agree that I will notify Paw Printz Inc. of any known exposure of my dog(s) to communicable diseases and will keep my dog(s) out of daycare and will provide a veterinary certification of fitness for daycare to be admitted or re-admitted. I also agree that I will maintain current vaccines for my dog(s) and provide certification to that effect upon initial evaluation and periodically as requested.

I authorize Paw Printz Inc. to obtain medical and vaccination records for my dog(s) from the veterinarian listed above, and I hereby authorize my veterinarian to provide these records to Paw Printz Inc.

I understand and agree that I am solely responsible for ***all*** acts or behavior of my dog(s) while in the care of Paw Printz Inc. I release Paw Printz Inc. from any liability arising from my dog’s (dogs’) attendance at Paw Printz Inc. and accept full responsibility for ***all*** costs for injury to staff or other animals or damage to facilities caused by my dog(s). I hereby release Paw Printz Inc. of any liability and I further agree to indemnify and save them harmless against ***all*** claims arising from my dog’s(dogs’) attendance at Paw Printz Inc., including, but not limited to all costs, damages, attorney's fees, expenses, and liabilities in connection therewith.

I understand that in an emergency, such as a natural disaster, every effort will be made to contact me to retrieve my dog(s). I agree that Paw Printz Inc., in its sole discretion, is authorized to transport and/or make temporary alternative arrangements to house and care for my dog(s) until I retrieve my dog(s).

I understand and agree that my dog(s) may be photographed, videotaped and/or recorded and that Paw Printz Inc. retains all rights to use, and proceeds from use of, images.

I understand that this agreement covers the current relationship between Paw Printz Inc. and me. Each time I bring my dog(s) to Paw Printz Inc., I am affirming the terms of this Agreement and the truthfulness and accuracy of all statements I make in this Agreement.

I have read and understand this entire Agreement. I have had an opportunity to discuss it to my satisfaction with a representative of Paw Printz Inc., and I agree to its terms.

Signature of Owner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Owner (Print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_