

## Bark Out Loud Pet Grooming Policy Agreement 2020

You and your pet are important to us. At Bark Out Loud Pet Grooming you can rest assured that your will receive the best quality service every time. Our policies are put in place because we care about your pet. They are our #1 priority. Bark Out Loud Pet Grooming will take every precaution possible to ensure your pet has a safe and enjoyable experience. Due to the unpredictable behavior of animals, situations arise that are unexpected. Please read and sign below.

- I understand that due to the nature of pet grooming all quoted prices prior to actually grooming my pet are only estimates. Final price will depend on the temperament of each pet and the condition of his/her coat. Upon physical inspection of my pet by the groomer a good faith estimated price will be provided. Extra charges may apply for pets that are matted and/or difficult to manage.
- I understand that Bark Out Loud Pet Grooming owners and operators will practice Humanity before Vanity and will not be held liable in the event of adverse effects which could be the result of the neglect of my pets coat prior to grooming.
- I acknowledge that severely tangled and/or matted pets have a greater risk of injury, stress, and trauma. All precautions will be taken. However, problems occasionally arise, during or after grooming such as nicks, clipper irritation, abrasions, itchiness, skin redness, self-inflicted irritations/abrasions, and/or brief behavioral changes.
- I understand that Bark Out Loud Pet Grooming is committed to my pet's safety and take every precaution, however, sharp tools are used during the grooming process and if my pet is wiggly or does not remain still I do not hold Bark Out Loud Pet Grooming owners or operators liable for any accidents that can happen due to the behavior of my pet such as but not limited to nicks from clippers or scissors.
- I understand grooming can expose hidden medical conditions. Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming.
- I understand that senior pets (age 10 or higher) may have a greater chance of injury.
- I understand that Bark Out Loud Pet Grooming has the right to refuse service to me and my pet at any time for any reason.
- I understand that if my pet has a history of aggression or biting, Bark Out Loud Pet Grooming reserves the right to refuse service and all bites will be reported to the local authorities as required by law.
- I understand that Bark Out Loud Pet Grooming groomers may use a muzzle and/or leash.
- I understand that I am liable for any medical care expenses and damages that result from injuries caused by my pet.
- I have disclosed to Bark Out Loud Pet Grooming all known dangers associated with my pet.
- I understand that external anal gland expression and ear plucking are upon request only. Both are complimentary with services, and I will initial on my pet's file if I choose to have either of these performed. Bark Out Loud Pet Grooming will use their discretion and reserves the right not to perform procedures in the event of any abnormalities.
- If any medical problems develop while my pet is in the care of Bark Out Loud Pet Grooming, I authorize Bark Out Loud Pet Grooming to do whatever is necessary for the safety, health and well being of my pet. Further, I assume full financial responsibility for any and all expenses incurred.
- I understand that some grooming services may be stopped mid groom due to unforeseen circumstances related to the dogs' condition or behavior. Full or partial fees are still in effect.
- I understand that punctuality is important and by arriving 15 minutes or more after my appointment time it may be considered forfeit and incur the late cancellation/no show fee.
- I understand that if I cancel an appointment within 24 hours of the arranged time, that I am liable for the late cancellation fee of \$25 per pet.
- I understand Bark Out Loud Pet Grooming's time is valuable and no showing for an appointment will incur a no show fee of \$25 per pet. After 3 no shows a prepayment would entail for future bookings, which is nonrefundable/nontransferable. Bark Out Loud Pet Grooming may decline services for repeat offenders.
- I understand Bark Out Loud Pet Grooming does not offer daycare and that my pet must be picked up within 2 hours of completion. Bark Out Loud Pet Grooming will contact me via text or phone call to inform me my pet is ready. For pickups after the 2 hours, an additional charge of \$10 will be applied per hour unless prior arrangements have been made at the time of booking.
- I understand that the after closing pick up fee is \$30. One hour after closing hours, an additional \$10 will be charged every 15 minutes.
- I consent that Bark Out Loud Pet Grooming may take pictures of my pet, before and after grooming. Photos may be utilized for Bark Out Loud Pet Grooming website, social media and/or advertising purposes at Bark Out Loud Pet Grooming discretion.
- Hold Harmless Agreement: By agreeing to bookings you (or your Agent) agree to hold Bark Out Loud Pet Grooming, its owners and operators harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Bark Out Loud Pet Grooming. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all pets groomed.
- I hereby declare to Bark Out Loud Pet Grooming that I am the legal owner of my pet; that my pet has not been exposed to any infectious illness within the last (30) thirty days; that my pet has been properly inoculated for the Rabies vaccine; that my pet is currently and properly licensed; I certify the information I have provided to be true and accurate; and I (the owner) have read this agreement in its entirety.

I acknowledge that I have read, understand, and accepted the terms stated above. I hold Bark Out Loud Pet Grooming, Groomers, Management and Staff harmless for any circumstances beyond their control and am fully aware of the risks of grooming.

Client's Name: \_\_\_\_\_

Client's Signature: \_\_\_\_\_ Date: \_\_\_\_\_