

Canine Comforts Doggie Daycare Inc.

Pet Grooming Service

Consent Form

Thank you for choosing Canine Comforts Doggie Daycare Inc. to be your pet's beauty spa. Your pet is very important to us. We would like to assure that every effort is made to make your pet's grooming experience as safe and pleasant as possible.

In order to maintain a safe, comfortable environment, we require all pets to be current on their vaccinations and to wait at least 48 hours after shots before checking in. Please provide us with a copy of your pet's vaccination record.

Health/Medical Problems or Senior Dogs

Grooming procedures can sometimes be stressful, especially for a senior pet or pets with health problems. Due to this, grooming can expose hidden medical problems, as well as aggravate a current one, whether it be during or after the groom. It is our responsibility to inform you that the following issues may occur while grooming an elderly or health problems pet, these issues are syncope, difficulty of breathing, cardiac arrest and death. Senior pets and pets with health problems have a greater risk of injury. Therefore, these dogs will be groomed for cleanliness and comfort as Canine Comforts Doggie Daycare Inc. will not compromise any dog's health and/or well-being to achieve "the perfect groom". The pet owner will advise Canine Comforts Doggie Daycare Inc. of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions. These conditions may include, but are not limited to prior surgeries, hip and/or joint issues, warts, moles, ear infections, skin problems. The owner will also inform Canine Comforts Doggie Daycare Inc. of new conditions as they arise. Canine Comforts Doggie Daycare Inc. will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming. By signing below, the owner is stating that Canine Comforts Doggie Daycare Inc. has permission to groom their senior dog and has discussed any and all (past and present) health problems.

Fleas/ Ticks:

It is Canine Comforts Doggie Daycare Inc. policy to give a flea shampoo bath at an additional minimum cost of \$15.00 - \$25.00 if fleas are found on your pet. We will notify you if possible using your most updated contact information. This cost covers the special shampoo; time and extra clean-up to insure no fleas or ticks are active in our spa. Flea shampoo kills the fleas on the pet. If fleas are in the home/pet area, then the flea shampoo will not protect the pet(s) from them once they leave the unit. If Ticks are found, then we will remove them for no extra charge and the owner will be notified.

Matted Dog Policy:

Pets with matted coats will require extra attention. If the matting is minimal and the pet responds well, then we may brush them out for an extra fee (\$10 - \$20). If we do not believe we can remove the mats in a timely manner or we feel your pet is in pain, then we will not continue. Rather, we will clip short/shave. We firmly believe grooming should be an enjoyable experience and will not put your pet through the discomfort of unnecessary dematting. We will notify you before shaving your dog. If permission to shave down is denied, then your pet will not get a bath or haircut. The pet must be picked up as is. Matted dogs have a greater risk of getting nicked, scratched, and cut during the grooming process. In addition, the skin may appear red, itchy and irritated due to the lack of oxygen

reaching in and under the mats. Shaving a dog can cause the following but not limited to loss of hair growth, coat funk, bald patches, sunburn, loss of top layer coat, coat re-growth in different directions, darkening of the skin where the coat has not grown back. Canine Comforts Doggie Daycare Inc. will not be held responsible for any injury sustained while grooming a matted dog, including any after effects. Our groomer will be happy to demonstrate some effective brushing techniques to prevent matting. Regular brushing at home with a brush and comb, as well as keeping your pet on a 4-6 week grooming schedule will help prevent matting.

Accidents

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, cracking of nails, etc. In most cases, this can happen when a pet is wiggling or moving around. Any incident, no matter how small, will be communicated to the pet owner. If necessary, Canine Comforts Doggie Daycare Inc. will transport your pet to a veterinarian. Any veterinary bills resulting from a pet being matted, elderly, aggressive, a difficult temperament or from a preexisting or unforeseeable condition will be the sole responsibility of the owner. Your pet's safety and comfort is our number one priority.

Use of Muzzle:

Muzzling does not harm your pet, and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, Canine Comforts Doggie Daycare Inc. has the right to stop grooming services at any time, and a service fee will be collected. We do not muzzle unless your pet gives us a reason to.

Ear Cleaning/Plucking:

It is known that there can be underlying problems in the ears that may occur after an ear plucking and or cleaning particularly on the hair bearing dogs. Cleaning of the ears will only be on the ear pinna (outer flap) and the outer opening of the ear canal if it appears normal. Problems that may follow an ear cleaning or plucking are but not limited to ear infection, irritation, inflammation, unpleasant odour, head shaking, scratching of the ears, minor pain, bleeding, tilting of the head. Canine Comforts Doggie Daycare Inc. reserve the right not to pluck or clean the ears if they appear to be affected in any way and recommend medical evaluation for your pet.

Dangerous/Aggressive Animals or Behaviour Issues:

Owners **MUST** inform Canine Comforts Doggie Daycare Inc. if your pet bites, has bitten, is aggressive, unpredictable and/or has any other behavioural issues. If the owner fails to notify us of any potential danger or behavioural issue, you can and will be liable for all medical fees, out of work compensation, as well as any and all property damage. We will make every attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves, other pets or our groomers. We reserve the right to muzzle any dog for their safety, and ours. Extremely aggressive and unruly pets will NOT be groomed. If a pet is felt to be exhibiting behaviour that is unsafe in regard to itself or the groomer, then it may be in the best interest of the pet that the grooming be stopped. A fee will be charged dependent on work completed up to that point. All bites will be reported to the local authorities as required by law. Canine Comforts Doggie Daycare Inc. has the right to refuse grooming services, stop grooming services, and/or cancel grooming services at any time before,

during, or after grooming. Clients will be charged a grooming fee for what was done up until that point. We never sedate your pet. We do not groom pets that are sedated.

Late pick-up:

When dropping off your pet we will give a time frame of when we anticipate completion of services. Please keep in mind that grooming can be a very time consuming and unpredictable process depending upon the dog's behaviour, the condition of the coat, as well as client punctuality regarding their appointments. We will do our best to manage to the approximate time given, but please understand that factors outside of our control can influence the duration of the process. All pets brought in for grooming must be picked up within 30 minutes from when the client is informed that the pet is ready. There will be an additional \$15 fee to the client for every hour exceeded if their pet remains after the approximate pick-up time. We are not held responsible for anything that happens while your pet is waiting to be picked-up after the allotted time has elapsed. Your pet will be crated until they are picked up, but you do have the option of purchasing a daycare stay at a discount rate. Unfortunately, we can't keep pets that are noisy longer than their grooming time; all pets that have been classified as noisy will be done within 3 hours and MUST be picked-up within 15 min of call time.

Satisfaction:

Your satisfaction is important. If you are unhappy for any reason and would like something adjusted, then we will be happy to make any adjustments when you pick-up your pet from his/her appointment. Once, however, you take your pet home from the appointment, we will only accept return visits for adjustments 24 hours after your appointment. Any adjustments after will be charged a grooming fee of some kind.

Canine Comforts Doggie Daycare Inc. may take pictures of your pet, before and after grooming, for our website, advertising, and education.

By signing below, you indicate that you understand and agree to our terms of service; that you understand and agree to release and hold harmless Canine Comforts Doggie Daycare Inc., its owners, employees and affiliates from and against any and all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward.

(owner's printed name) _____

(owner's signature) _____

(pet's name) _____

(emergency contact) _____