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**1012 W. Main St. Marion, IL 62959 PH: 618-889-4712 Fax: 1-866-271-0412**

**Doggie Stylez LLC Policy Agreement**

Every client is required to read and sign the Doggie Stylez Services Policy Agreement prior to any service being rendered at Doggie Stylez LLC.

I, the undersigned customer, do hereby entrust my pet(s) to Doggie Stylez LLC for the purpose of grooming, daycare, boarding, in-home services, pet taxi, training, and/or dog walking of my pet(s).

**PET(S), GROOMER AND EMPLOYEE SAFETY**

Your pet(s) safety is first at Doggie Stylez LLC.

Doggie Stylez LLC requires a current copy of your pet(s') vaccination records. Rabies vaccination is required either annually or tri-annually depending on the vaccination given. DHLP-Parvo & Bordetella (Kennel Cough) are required for the protection of your pet(s). If your dog has not previously been vaccinated against Bordetella, it is required that your dog receive the vaccination and booster 2 weeks prior to boarding to allow full protective immunity to build up. Doggie Stylez requires dogs to receive the vaccination a minimum of two days prior to coming in for a temperament test, boarding, or daycare. This policy is strictly enforced. If no proof of vaccinations is provided at the time of service, it is the responsibility of the client to obtain and provide proof BEFORE your pet is allowed to stay at our facility.

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

I am aware that with any grooming service accidents can happen such as nicks from clippers, scissors, or nail trimmers.

For the pet(s) to properly respond to the grooming service it is essential that the pet(s) be left in the care of the groomer. Clients will not assist in the grooming process unless requested to do so. Although Doggie Stylez LLC is transparent in all operations, it is important for the safety of the dog and groomer/employees, that owner(s) remain out of sight from their dog while on the grooming table. It is the policy of Doggie Stylez LLC to report any and all incidents that occur during the grooming process.

Customer assumes all liabilities, financial and otherwise, for the behavior and health of their pet(s).

In consideration of the services rendered by Doggie Stylez LLC, Customer waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against Doggie Stylez LLC relating to the care, control, health, and/or safety of Customer's pet(s) arising during services performed by Doggie Stylez LLC.

**MATTED OR NEGLECTED COATS AND SHAVEDOWNS OR CUSTOM CUTS**

Allowing a pet’s coat to become matted is not only very UNCOMFORTABLE, but DANGEROUS for your pet’s health. Excessive matting can be avoided with regular brushing and grooming; the groomer will be happy to show you some brushing techniques for mat prevention.

The groomer will demat the pet (if possible) for a fee (minimum $10) in addition to the regular grooming fee OR the pet will receive a “shave down” to remove the mats. A shave down is the most humane and efficient way to remove mats. In the event of extreme matting, the owner will be contacted by the groomer to discuss dematting options. Removing the mats allows the skin to receive necessary oxygen and allows for new, healthy hair to grow. If the client requests the mats be combed out, the groomer will not do so if it causes the 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 neglect of my pet's coat can be cause for problems after grooming such as clipper/brush irritation.

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 but no other 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. Owners will be made aware of any condition discovered through the grooming process.

**FLEA INFESTATION/SALON SANITATION**

If fleas are found on your pet, Doggie Stylez LLC **WILL** treat with Capstar and/or administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the client’s expense. The shampoo is gentle, non-alkaline and hypoallergenic (1). Capstar is safe for puppies and kittens 4 weeks and older, weighing 2 pounds or greater, as well as for pregnant or nursing dogs (2).

1 http://www.professionalpetproducts.com/

2 http://www.capstar.novartis.us/dogs/about\_dogs.htm

**PET(S) HEALTH CONDITIONS**

Allergies and Sensitivities: Your dog's safety and comfort is our primary concern. Please 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, boarding, and daycare history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.

Doggie Stylez LLC 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/employees. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian.

Doggie Stylez LLC 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 Doggie Stylez LLC to act as his/her agent in the event emergency veterinarian services are 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.

**ACCIDENTS AND INJURY**

Doggie Stylez LLC is a cage-free facility. A personality and temperament test is completed on all pets before they are allowed to socialize with other pets at our facility. Although pets are supervised at all times, because Doggie Stylez LLC is a cage-free facility, there is an additional risk associated with free play. In the event an injury does occur, you will be notified about the incident. If Doggie Stylez LLC feels it is serious, and the owner is not on-site or able to be reached, Doggie Stylez LLC will seek immediate veterinary care for your animal.

Although accidents are very rare, there is a risk when working 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, quicking of nails, etc. Your pet’s safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If Doggie Stylez LLC feels it is serious, and the owner is not on-site or able to be reached, Doggie Stylez LLC will seek immediate veterinary care for your animal.

**COMPLETION TIME**

Every effort will be made to keep our scheduled grooms running on time. If your pet(s) has behavior issues or skin and coat problems, grooming 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.

**If you prefer to remain and wait while your dog is groomed, we ask that you wait out of sight of the dog in our waiting area. We ask that you do not come in too early or allow the dog to see you through our observation window while we are still grooming your dog. This causes the dog to become excited and makes safely grooming the dog very difficult. We will let you know as soon as your dog is ready…if you have not heard from us, then your dog is not ready yet.**

Every effort will be made to have your pet ready for pick-up from boarding and/or daycare at the pre-determined pick-up time. If the pre-determined time changes, please call to update the pick-up time.

**LATE PICK-UP/ABANDONED DOGS**

Any dog which is not picked up at the scheduled time will be charged an additional daycare/lodging fee. Dogs receiving grooming services should be picked up within 30 min of the completion phone call unless prior arrangements have been made or an additional charge will be added

Any dog left at Doggie Stylez for 30 days or more without contact/arrangements made by the owner will be made eligible for adoption.

**REFUSAL OF SERVICE / AGGRESSIVE DOGS**

Doggie Stylez LLC has the right to refuse service for any reason.

Your pet’s safety, comfort and well-being are our utmost concern. Your pet(s) will be groomed, boarded, and cared for by our trained professional groomers and pack mates. We will do our best to groom your pet in the style you have requested. We reserve the right to alter or cease any service in the event that our staff determines it is in your pet’s best interest or your pet displays aggressive behavior.

Customer understands that Doggie Stylez LLC may decide at any time that kennel free boarding and/or daycare is not the best option for your pet. Customer understands that Doggie Stylez LLC has the right to refuse service to Customer's pet(s) at any time for any reason. In the event a dog cannot complete the scheduled boarding and/or daycare reservation for any reason, either the owner or emergency contact listed on their boarding registration form will be required to pick up your pet.

**Bite Policy**

This policy applies to all dogs in the care of Doggie Stylez LLC and all services provided by Doggie Stylez LLC. This policy is designed to create a safe and harmonious environment for all dogs in the care of Doggie Stylez LLC and ensure the safety of all Doggie Stylez pack mates.

**Procedure:**

If a dog inappropriately bites another dog, a Doggie Stylez LLC pack mate, or any other employee at Doggie Stylez LLC, in a dominant or aggressive manner and inflicts any type of injury to them, the pack mate, along with management holds the right to terminate services at any time.

Please be aware of the inherent risks of dogs interacting in a social play group setting. These risks include but are not limited to:

* infectious diseases
* minor traumas
* cuts and abrasions
* bite wounds

Should your pet require veterinary care to address any medical issues an additional fee may be assessed.

**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 the simplest haircuts. Your puppy should enjoy grooming and to encourage this, a puppy's first haircut is not guaranteed. If you work with your puppy at home to teach basic discipline and to be still for brushing, professional grooming will be much easier for both pet(s) and groomer. Your groomer can provide tips for working with your dog at home. Tearless shampoo will be used for your puppy's safety.

**OLDER DOGS**

We will use extra care and patience for older pet(s); however, we will not be held responsible for any reaction due to routine mental or physical stress cause by services rendered through Doggie Stylez LLC. If, in our judgment, a service(s) Doggie Stylez LLC is providing is determined to cause too much stress to the pet(s), we will modify or discontinue the service. Please be sure to notify us of any health conditions that might make your pet(s) uncomfortable while receiving services through Doggie Stylez LLC.

Any grooming which takes place on an elderly or frail pet(s)/s is conducted at your risk.

Customer releases Doggie Stylez LLC, its agents, officers, sub-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 Doggie Stylez LLC including, but not limited to, veterinarian bills.

**PAYMENT**

I understand that payment for all services is due at the time the services are rendered. I understand there is a $35 non-sufficient funds/returned check charge and I will be placed on a cash only basis thereafter.

**CANCELLATIONS**

A courtesy reminder email, text or call will be sent up to 72 hours prior to your appointment/reservation time. An email address, home and/or cell phone number is required.

Doggie Stylez LLC must be notified at least 24 hours prior to a scheduled grooming or daycare appointment of any cancellations. Doggie Stylez LLC must be notified 72 hours in advance of any boarding cancellation. Leaving a message on the business answering machine is sufficient. This allows us time to try to book a replacement for your vacated appointment. The client may be billed for the normal grooming charge if 24 hour cancellation notice is not provided. Service may be terminated for repeated cancellations without appropriate notice.

**LATE or "NO SHOWS"**

If unforeseen circumstances cause us to take longer than expected grooming your dog, we will call and provide an estimated completion time. Please be sure to provide us with a cell phone or home number where you can be reached. Pets are expected to be picked up in a timely manner (within 30 min.) of completion of groom. If you cannot pick your dog up in a timely manner (within 30 min.) of completion, please call to make arrangements. Dogs not picked up within 30 minutes of notification of completion will be charged for a ½ day of daycare services depending on the amount of time the dog stays at Doggie Stylez LLC.

Customer is responsible for picking up and dropping off their pet(s) during the established timeframe. Pets that are dropped off 30 min or earlier for a scheduled service or picked up late will be charged a daycare fee. Pets that are not picked up by the time Doggie Stylez LLC closes will be boarded at the owners’ expense plus a late fee.

**PHOTOGRAPHS AND SOCIAL MEDIA**

This contract allows Doggie Stylez LLC to take pictures/video of your pet to be used for pet files, social media, advertising, and website. All photos taken are property of Doggie Stylez LLC. This contract allows for the use of your pet’s name on said applications.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming, boarding, and/or daycare and maintenance of my pet(s) and in consideration of the grooming, boarding, and/or daycare services of Doggie Stylez LLC.

Please check one

\_\_\_\_\_ I am the legal owner of this pet

\_\_\_\_\_ I am the caregiver of this pet

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Pet owner's signature Date

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Pet owner's printed name Pet(s) Name

**WAIVER, ASSUMPTION OF RISK AND AGREEMENT TO INDEMNIFY AND HOLD HARMLESS**

I UNDERSTAND THAT ATTENDANCE IS NOT WITHOUT RISK TO MY DOG. I HEARBY WAIVE AND RELEASE DOGGIE STYLEZ LLC, ANY EMPLOYEES OR AGENTS, AND ASSISTANTS, FROM ANY AND ALL LIABILITY OF ANY NATURE, FOR INJURY OR DAMAGE WHICH MY DOG MAY SUFFER, INCLUDING SPECIFICALLY, BUT NOT LIMITED TO, ANY INJURY OR DAMAGE RESULTING FROM THE ACTION OF ANY DOG OR USE OF, OR PRESENCE UPON PREMISES OF EQUIPMENT; AND I EXPRESSLY ASSUME THE RISK OF ANY SUCH DAMAGE OR INJURY WHILE MY DOG IS ON THE GROUNDS OR THE SURROUNDING AREA THERETO.

IN CONSIDERATION OF AND AS INDUCEMENT TO THE ACCEPTANCE OF MY PARTICIPATION IN THIS PROGRAM, I HEREBY AGREE TO INDEMNIFY AND HOLD HARMLESS DOGGIE STYLEZ LLC, THEIR EMPLOYEES, AGENTS, AND ASSISTANTS, FROM ANY AND ALL CLAIMS.

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Pet Owner's Signature Date

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Pet Owner's Printed Name Date