****

**Grooming Waiver**

**Medical Conditions or Senior Pets**

Grooming procedures can sometimes be stressful, in particular, for a senior pet or pets with health problems. Grooming can expose hidden medical problems as well as aggravate an already existing one, whether it be during or immediately following the groom.

Because senior pets and pets with health problems have a greater risk of injury, these pets will be groomed for comfort and cleanliness **only**. Here at Doggie Distractions, we put the health and wellbeing of all our animals first and foremost, and will therefore not compromise same to achieve “the perfect groom”.

As the pet’s owner, you (or your proxy) **must** advise Doggie Distractions of any medical, physical or emotional issues, allergies, sensitivities, or pre-existing conditions that you are aware of. These conditions may include, but are not limited to:

* prior surgeries;
* hip and/or joint issues;
* warts;
* moles;
* ear infections; or
* skin problems.

The owner, or their proxy, must also inform Dogie Distractions of new conditions as they arise. Doggie Distractions will not be responsible for accident or injury to elderly or health compromised pets during their grooming.

By signing below, the owner (or their proxy) agrees that Doggie Distractions has permission to groom their senior or health-compromised pets and that they have discussed any and all (past and present) health problems to the best of their knowledge with the Doggie Distractions staff and/or groomer. The increased risk of panic attack, heart attack or death for senior pets during the grooming process is acknowledged and accepted. The owner (or their proxy) accept such risk and Doggie Distractions, its staff and directors are indemnified in this regard.

**Fleas**

If fleas are found on your pet, Doggie Distractions will administer a one-off flea treatment at an additional minimum cost of $50. This cost covers the medication and administration to
ensure our grooming salon is free of active parasites. Our treatment kills the fleas on the pet only. If there are fleas in the home area, the treatment will not protect your pet once they leave the establishment. You will be notified of this additional fee prior to collection of your pet from our establishment.

**Matted Pet Policy**

Matting causes discomfort and potential health risks to a dog, including but not limited to:

* pulling on the animals skin;
* skin irritation and bruising;
* ability for parasites to hide;
* loss of mobility;
* accumulation of moisture and bacteria

The process of removing matts is very time consuming and labour intensive, and creates a greater risk of injury to the dog and the groomer.

Pets with matted coats require extra attention. If the matting is deemed minimal by our groomer, and your pet responds well, our groomer may be able to brush them out for an additional fee ($10-$20 based on the size of the pet). However, if we do not believe we can remove the mats in a timely manner or we feel your pet is in pain, we will not continue with brushing, and will short shave your pet. Grooming should be an enjoyable experience for your pet, and Doggie Distractions will not put your pet through the discomfort of unnecessary de-matting.

Doggie Distractions **will** notify you before short shaving your pet. If permission to short shave is denied, the groom will be stopped immediately and you must collect your pet in their current state.

There is a greater risk of nicking, scratching and cuts, etc during the grooming process, when your pet is matted. In addition, the skin may appear red, itchy and irritated due to the lack of oxygen reaching in and under the fur. Doggie Distractions will not be held responsible for any injury sustained by your pet while grooming a matted pet, including any after effects. Our groomers and staff are committed to responsible pet care and will be more than happy to demonstrate effective brushing techniques for matting prevention to you before you take your pet home. We can also recommend products which can help to ease the irritation after short grooms.

**Accidents**

Although accidents are very rare, there is inherent risk when dealing with pets. Grooming equipment is sharp, and although we exercise extreme caution and care in all situations, possible accident may occur including but not limited to:

* cuts;
* nicks;
* scratches; and
* quicking of nails

In most cases, these kinds of accidents happen when a pet is wiggling or moving around. Any incident, no matter how small, will always be communicated to the pet owner. If necessary, Doggie Distractions will transport your pet to our closest Veterinarian and notify the owner (or their proxy) immediately, with an incident report to follow. Any veterinary bills resulting from a pet being matted, elderly, aggressive or difficult temperament, or from a pre-existing or unforeseeable condition will be the sole responsibility of the owner and Doggie Distractions is indemnified in this regard. Your pet’s safety and comfort is our priority. If our groomer feels that your pets safety will be compromised they will cease the groom and notify you immediately. In the event that an accident does occur, you will be notified.

**Muzzles**

Muzzling is sometimes required during a groom to maintain the safety of our groomers and your dog. This 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 acts in a manner that our groomer feels is dangerous, Doggie Distractions has the right to stop grooming services at any time and a service fee will be imposed.

**Dangerous/Aggressive Animals and Behavioural Issues**

As the owner, you (or your proxy) must inform Doggie Distractions if your pet bites, has bitten before, is aggressive, unpredictable and/or has any other behavioural issues, including nervousness. If your (or your proxy) fails to notify us of any potential danger or behavioural issues, you can and will be liable for all medical fees, out of work compensation, as well as any and all property damage. Doggie Distractions is indemnified in this regard.

Doggie Distractions will make every reasonable 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 pet for their safety and ours. Extremely aggressive or unruly pets will not be groomed. If Doggie Distractions staff deem your pet to be exhibiting behaviour that is unsafe, the groom be immediately stopped and a pro rata fee will be imposed. All bites are subject to notification of local authorities.

Doggie Distractions has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during or after grooming and we continue to reserve our rights in this regard. Doggie Distractions will not groom sedated pets.

**Late Pick Up**

When dropping off your pet, Doggie Distractions will be advise you of an estimated timeframe for completion of grooming services. Please keep in mind that grooming can be a very time consuming and unpredictable process depending on pet’s behaviour, condition of the coat, scheduling of other appointments as well as other inherent delays. Doggie Distractions will always do our best to manage your expectations in relation to time; but it is important to understand that factors outside of our control can influence how long the process may take.

All pets brought in for grooming must be picked up within one hour of the time the owner (or their proxy) is informed the pet is ready. Pets remaining after this time will incur a late pick up fee of $15.00 (unless pick up delay has been previously negotiated).

Doggie Distractions does not accept responsibility for anything that happens to your pet whilst awaiting collection. Unfortunately, we cannot keep pets that are noisy longer than their grooming time. All pets that have been classified as noisy will be groomed within 3 hours and must be collected within 30 minutes of call time. Please discuss daycare options with our staff should you require additional time.

**Satisfaction**

Your satisfaction is important.

If you are unhappy for any reason, and would like something adjusted, you must notify us prior to leaving our premises with your dog. Doggie Distractions will always be happy to work with you when you pick up your pet to achievement satisfaction. Once you take your pet home, we can no longer complete amendments to your pet’s grooms, and a new grooming appointment must be scheduled. as this would require another entire groom to be completed. Any adjustments requested after this time will be charged an agreed grooming fee.

***\*\*\*\*Doggie Distraction may take pictures of your pet before and after grooming for website, advertising and education purposes. All content remains the property of Doggie Distractions and its associated entities and may be used on and ongoing and our discretion.***

**TERMS AND CONDITIONS**

*In order for your Pet(s) to attend Doggie Distractions, you must agree to the following Terms and Conditions:*

\*\* **All** dogs must be up-to-date with their C3 OR C5 vaccinations (C5 includes coverage for Kennel Cough which is discretional) OR you can opt to have a titer test completed. This tests your dogs levels of immunity. We suggest you discuss your choices with your veterinarian. Whatever option you choose, a certificate **must** be provided prior to your dog attending Doggie Distractions Daycare Service. Your dogs(s) will not be able to attend without us first receiving a copy of this Certificate so we can retain a copy of same on file. These are to be replaced annually.

**\*\*** Doggie Distractions **do not** require that your dogs is desexed. HOWEVER, problematic behaviours that may arise as a result of your dog NOT being desexed can result in their access to day care being revoked and/or denied. Whilst Doggie Distractions does not require your dog to be desexed, it is the owners (or their proxy) responsibility to ensure they do not send allow a bitch on heat to attend daycare. This removes any risk of unplanned pregnancy. Doggie Distractions in indemnified in this regard.

**\*\*** Whilst all care is taken in the supervision and care of your pet, Doggie Distractions, its Directors and staff as well as any associated companies are not liable for any injury or illness that may arise during your pet’s stay at Doggie Distractions. This includes any time spend in our Grooming Salon facility or as part of our Farm Dayze program. Doggie daycare carries inherent and unavoidable risks and any minor injuries incurred as a result of rough or exuberant play is inherent. Owners (or their proxy’s) acknowledge these inherent risks associated with attendance at Doggie Distractions daycare and/or grooming facilities and accepts these risks as well as any costs associated with the care and treatment of all possible outcomes. Doggie Distractions is indemnified in this regard.

**\*\*** In the event of any medical emergency with your dog(s), Doggie Distraction will immediately revert to transporting your dog(s) to our closest veterinarian and will proceed to contact you, on the numbers provided, for consent of treatment. If we cannot reach you, and we deem the situation as urgent, it is understood that you consent (in advance) that treatment may proceed, at your own cost. Doggie Distractions is indemnified in this regard.

**\*\*** Should your dog(s) be displaying symptoms of illness, injury or disease, your dog will be deemed as being unable to attend Daycare until they have been cleared by a Vet. All owners (or their proxy) agree to notify us of any symptoms prior to your dog(s) attending day care, Farm Dayze, or our grooming facilities.

**\*\*** In the event your dog(s) begin to display any symptoms, Doggie Distractions staff will immediately contact you (or your proxy) and your dog(s) will need to be immediately collected from our facility. Once you have been contacted, Doggie Distractions will confine your dog safely until you (or your proxy) arrive to collect the dog(s). Doggie Distractions is indemnified in this regard.

**\*\*** Doggie Distractions requires that if your dog(s) has ticks or fleas that they refrain from attending at our day care or grooming facilities until such time that any infestation has cleared. If your dog arrives at our Facility with fleas and/or ticks, your dog(s) will be bathed and treated and the owner will be responsible for the additional cost of such treatment. Doggie Distractions staff will notify the owner (or their proxy) of this additional fee, and it will be immediately payable upon collection.

**\*\*** Doggie Distractions must be notified if your dog(s) has any pre-existing medical or physical condition.

**\*\*** Doggie Distractions, its Directors and its staff and any associated companies are not liable for any injury or illness that may arise in your dog(s) are a result of any pre-existing medical or physical condition.

**\*\*** Doggie Distractions must be notified if your dog(s) has **any** change in behaviour towards humans or any other animal. In the event your dog(s) becomes aggressive to staff and/or any other dog during its stay, you will be contacted and asked to collect your dog(s) immediately. Your dog(s) will be safely confined during the time it takes for your dog to be collected.

**\*\*** You (or your proxy) understand that ensuring you have booked the correct days and times is your responsibility. Whilst our staff always endeavour to make and cancel bookings as requested, it remains the sole responsibility of the owner to correctly maintain same. Failure to attend a scheduled day care or groom results in a missed appointment fee becoming payable. If you have an existing package in place, we will deduct this amount from your package. If you do not have an existing package in place, must pay the outstanding amount upon your next visit. All cancellations must be requested with at least twenty four (24) hours’ notice, in writing, or by using the Petexec App.

**\*\*** All dog(s) MUST be collect3d by 6:00 pm (NSW AEDST). Late fees apply if staff are required to remain on premises due to late pick up of your dog(s). Failure to collect your dog(s) without notice may result in your dog being placed in overnight boarding, at your expense. Doggie Distractions is indemnified in this regard. If you become aware that you cannot collect your dog(s) before 6:00 pm (NSW/AEDST), it is your responsibility to notify Doggie Distractions, in writing, as soon as possible so we can be in a position to make suitable alternative arrangements.

**\*\*** Under no circumstance, will Doggie Distractions, its Directors, staff or associated companies be held responsible for any injury, illness, death, loss or damages of any kind including but not limited to:

* paralysis tick;
* canine influenza; or
* Kennel Cough

You acknowledge that these are inherent risks associated with the day care environment and cannot be avoided.

**\*\*** All fees associated with your dog(s) stay must be paid in full upon collection. Doggie Distractions does not allow accounts to be held for any customers.

**\*\*** Prices, opening days and times, as well as any other Terms and Conditions are subject to change at any time and without notice. Doggie Distractions will always endeavour to communicate these changes in a timely manner via email, Petexec App and/or our social media platforms as well as in our facility. Owners (and their proxy) acknowledge that it is your responsibility to ensure you are familiar with these platforms and that you are remaining up-to-date with any and all announcements.

**\*\*** Doggie Distractions prefers to keep our owners updated via our social media platforms throughout the day. These platforms will be updated with photos and updates throughout the daycare day. You (or your proxy) agree to your dog(s) photo being posted on social media from time to time. All photos and other media remain the property of Doggie Distractions in perpetuity and can be used for promotional purposes at our sole discretion.

I hereby agree to and accept the above mentioned Terms and Conditions as set out on pages 1-5 of this document and agree to allow my dog to attend Doggie Distractions Day Care and Grooming Facility and Farm Dayze activities. I hereby indemnify Doggie Distractions, its Directors, staff and all associated companies as set out in this document.

Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dog(s) name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_