



Health or Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet, this Agreement gives All Paws On Deck permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by staff. We will do our best to contact you first, then take your pet to a Veterinarian. Current Vaccinations/Veterinarian Information: Proof of Vaccination or current Titer testing as well as current Veterinarian information must be provided before grooming will occur. Special circumstances will be taken into consideration or to our Emergency Veterinarian. All expenses for Veterinary care are the responsibility of the pet's owner. I understand that my pet(s) have medical condition(s) and/or is/are senior(s). I am aware that grooming can cause stress that can exaggerate or expose new problems, or even lead to a serious medical event or death. I understand there are mental and behavioral changes in senior dogs or dogs with medical conditions, and they are groomed for comfort only and not appearance. I release All Paws On Deck from any liability should any problem/medical issues occur. I am solely responsible for any and all medical bills related to my dog, and should an emergency arise, I give permission to All Paws On Deck to seek veterinary care at the nearest veterinary clinic. I understand that All Paws On Deck has the best interest of my pet in mind and will do everything to keep my pet safe. If All Paws On Deck feels that grooming will be too stressful for my pet, the groom will be stopped immediately, and I will be contacted

Permission to Administer CPR: Our Groomers are Pet CPR certified, and with your permission will perform CPR if the need arises. By signing this form, you give our certified providers at All Paws On Deck permission to administer CPR, and hold employees of All Paws On Deck harmless for our life saving efforts.

Aggressive or Dangerous Pets: Owners MUST inform All Paws On Deck if your pet bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. All Paws On Deck reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and charge a Handling Fee in addition to the regular grooming charge.

Extra fees: Each pet is an individual as such it is not always possible for us to account for all the challenges that may arise during your pets grooming. In some cases, this may mean unforeseen charges could be applied to your pets grooming such as but not limited to advanced handling, after hours care, extra brushing or scissoring, De-matting or saving, property damages fees, aggressive pet handling waste removal. The best way to avoid unforeseen charges is to tell All Paws on Deck staff about any special circumstances at check-in and to exercise your pet before grooming. **We will attempt to call you in the event that your pet must be shaved down due to matting if not otherwise agreed upon or if extra fees will apply. If we are unable to reach you, we will do what we deem safest for your pet's health and well-being.** Prevention is the best defense against matting by scheduling regular grooming and bath appointments – please talk to us about how often you should bring your pet in to All Paws On Deck. Please note that we will not be liable for injuries related to matt removal, such as damage that took place as a result of the matts or due to the animal's chewing of the newly exposed area.

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, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. If you arrive to pick up your pet 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 insure your pet is groomed as safely as possible; however, some pets may have reactions to grooming products or procedures such as shaving, ear plucking, etc. Should an accident

take place and your pet be hurt we will take care of your bill from the Veterinarian, so long as the Vet calls us while the animal is still in the office, to discuss the nature of the injury 781-479-9543.

Parasites: If fleas or ticks are found on your pet during the grooming process, your pet will be treated with a Flea and Tick shampoo to kill the parasites and you will be charged an additional fee. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest you have your pet tested for Lyme disease. Please note that parasites are a health hazard to your pet as well as to humans.

Cat Grooming: Cats will be groomed by appointment only. Cats can be very sensitive to the grooming process and become easily stressed. Your groomer has the right to discontinue grooming or refer you to a vet if it is deemed too unsafe to groom your cat.

No-Shows & Cancellations: The total amount of the services scheduled will be charged in full for clients who "no-show" or fail to cancel their reservation within 24 hours of their appointment. If you are booking your grooming within 24 hours of the actual appointment, there is no cancellation and you will be charged the full amount of the appointment.

Late Arrival Policy:

We understand that life happens, and so long as a client contacts the salon at 781-631-2275 to inform us that you are running late, and so long as the delay is no more than twenty minutes, we will make an effort to accommodate the client. However, as a courtesy to our other clients and staff, unless a client calls the salon, an appointment will be automatically cancelled 20 minutes after their scheduled start time and charged according to the cancellation policy. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment even if the late arrival is over twenty minutes. This will be at our discretion and only with proper, advance notification of your late arrival.

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold All Paws On Deck its owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to All Paws On Deck. 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.

Boarding/Abandonment: No dog may be left at All Paws On Deck after the scheduled pick-up time without communication from you. Pets that are not picked up will be taken care of like family and will result in a charge of \$375.00/night. If a dog is left at All Paws On Deck for more than 36 hours without any contact, instruction or notification regarding its pick up from you or your authorized representative the animal will be considered abandoned. IF YOU ABANDON YOUR ANIMAL AT All Paws On Deck, YOU UNDERSTAND THAT YOU MAY BE UNABLE TO RETRIEVE POSSESSION OF YOUR DOG AND WILL HAVE NO RECOURSE AGAINST ALL PAWS ON DECK.

I have read and agree to the policies of All Paws On Deck Grooming, and that you have been provided with a copy of this form.

Pets Name(s) _____

Name _____

Signature _____

Main Number: _____

Emergency Number: _____