

# Happy Dogs

Roeder Enterprise LLC dba Happy Dogs, an Indiana limited liability company  
(the "Company" or "Happy Dogs")

## Grooming and Washing Agreement

Client's Name \_\_\_\_\_ Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

Dog's Name \_\_\_\_\_ Age \_\_\_\_\_ Wt \_\_\_\_\_ Breed \_\_\_\_\_

Dog's Name \_\_\_\_\_ Age \_\_\_\_\_ Wt \_\_\_\_\_ Breed \_\_\_\_\_

Veterinarian \_\_\_\_\_

## Grooming Policies

*Please Initial That You Understand Each Policy:*

**Current Vaccinations:** \_\_\_\_\_(initial)

I represent and warrant to the Company that my dog(s) is/are in good health and up-to-date on all mandatory Rabies and Distemper vaccinations. I understand and acknowledge that it is strongly recommended that I ensure that my dog(s) receive the following vaccinations prior to grooming: Bordatella, Para Influenza, Parvovirus, and Corona virus. All puppies must be at least 12 weeks old and be current on their puppy series vaccines.

**Fleas/Ticks:** \_\_\_\_\_(initial)

I represent and warrant to the Company that my dog (i) shall be free of fleas at the time that my dog is to be groomed by the Company; and (ii) is on a monthly flea/tick and heartworm program. In the event that my dog(s) has/have fleas upon arrival to Happy Dogs, as determined in the Company's sole discretion, then I agree to pay for any and all reasonable treatment determined by the Company including the administering of 'Capstar' flea treatment and/or any flea shampoos. If you do not want them to receive any flea treatment, you can re schedule you appointment after the fleas are resolved by you.

**Injuries/Reactions:** \_\_\_\_\_(initial)

Happy Dogs shall not be liable for any injury to or reaction experienced by your dog(s) from the use of any product(s) applied to your dog, except in the event of the Company's gross negligence or willful misconduct with respect to the same. I further agree that Happy Dogs shall not be liable for any of your dog's pre-existing conditions that may be aggravated during the groom and/or wash experience. !

**Muzzle:** \_\_\_\_\_(initial)

I understand that Happy Dogs reserves the right to muzzle my dog, at any time, if Happy Dogs determines, in the Company's reasonable discretion, that the safety of the Customer's dog, any other dog, the employees or agents of Happy Dogs, or any other individual is a concern. !

**Dangerous or Aggressive Animals-Refusal of Services:** \_\_\_\_\_(initial)

Happy Dogs has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, Happy Dogs has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee for services rendered until that point.

**Sedated Pets:** \_\_\_\_\_(initial)

We do not work on sedated pets as there is a risk of side effects from the sedation that we are not medically trained to handle. If you sedate your pet for its appointment and do not inform us of it, you understand that we will not be held liable for any repercussions related to the sedation. If we believe your pet has been sedated, we will refuse services or stop services and a fee will be charged for services rendered until that point.

**Matted Coats: \_\_\_\_\_(initial)**

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations and infections. Happy Dogs will not cause serious or undue stress to your pet by de-matting excessively matted coats. Mats can be very difficult to remove, and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge for this process: it is very time consuming, and causes extra wear and tear on grooming equipment. De-Matting will be charged at \$12 per 15 minutes, and if we must shave your dog, a Matted Shave Fee of \$10-\$20 will apply in addition to the cost of the groom.

**Cancellations/No call-No Show: \_\_\_\_\_(initial)**

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any cancellations or rescheduling are made at least 24 business hours in advance or a fee of \$10 will apply. If you do not call to cancel and do not show up to your appointment, this is considered a "no call, no show" and a fee of \$20 will apply and is required to be paid before another appointment may be scheduled.

**Extended Stay: \_\_\_\_\_(initial)**

Unless prior arrangements have been made with our staff, any dog(s) that is/are left in our care for more than 30 minutes before their scheduled appointment and/or for more than one hour after we call or text you and leave a message that they are done, will incur a charge of \$5 per hour.

**Other Fees: \_\_\_\_\_(initial)**

Special Handling Fee - if your dog requires a second handler to be safely restrained for grooming, a fee of \$10 will apply.

Expedited Groom Fee - if your dog needs to be groomed straight through (no cage, no breaks) for health, medical or stress reasons, or it is requested by the owner, a \$10 fee will apply.

**Urgent Medical Care: \_\_\_\_\_(initial)**

I understand that if for any reason my dog needs urgent medical care while at the Happy Dogs facility, as determined by Happy Dogs in its sole discretion, Happy Dogs shall contact me, at which time I shall have the right to either (i) retrieve my dog within one (1) hour of being contacted by Happy Dogs informing me of such need for medical care; or (ii) or agree to allow Happy Dogs to take my dog to a veterinarian selected by Dogs, including transporting your dog to such veterinarian. Happy Dogs shall use its best efforts to take my dog(s) to such dog's veterinarian, if the name of such veterinarian has been provided to Happy Dogs, but Happy Dogs shall have the right to take my dog to any veterinarian. If Happy Dogs is unable to contact me, for whatever reason, within a reasonable amount of time of such injury, then Happy Dogs shall have the right to take my dog to a veterinarian selected by Happy Dogs. If Happy Dogs takes my dog to a veterinarian pursuant to this paragraph for whatever reason, then I hereby understand, acknowledge and agree that I am solely responsible for any and all charges and fees associated with the same, and shall reimburse Happy Dogs for any charges or fees incurred by Happy Dogs for the provision of medical care hereunder. I assume full financial responsibility for any expenses involved pursuant to this paragraph, and I agree to indemnify and hold Happy Dogs (and its agents and employees) harmless for any and all expense relating to emergency care hereunder. !

**Satisfaction: \_\_\_\_\_(initial)**

Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick-up your pet from his/her appointment. We also understand that your pet is excited to see you when you pick them up therefore making it hard to closely evaluate the haircut, so if you decide once you get home that you'd like something adjusted, please call us and we'll make arrangements. You must call us within 24 hours of picking them up from their appointment.

**Happy Dogs reserves the right to refuse service to anybody for any lawful reason.**

This Grooming and Washing Agreement Form (this "Agreement") is made by and between the individual submitting this form ("I" or "Customer") and Roeder Enterprise LLC *dba* Happy Dogs, an Indiana limited liability company (the "Company" or "Happy Dogs"). !

Owners Signature \_\_\_\_\_ Date \_\_\_\_\_