



BACKCOUNTRY DOG SALON, LLC, LLC

GROOMING RELEASE & POLICES ACKNOWLEDGEMENT

I understand acknowledge that if my pet bites, attempts to bite, or has a history of aggression or biting, **Backcountry Dog Salon, LLC** reserves the right to refuse service. I understand that I am liable for any medical care expenses and damages that result from injuries caused by my pet. I expressly waive and relinquish any and all claims against **Backcountry Dog Salon, LLC**, its employees and representatives, except for those arising from the gross negligence on the part of **Backcountry Dog Salon, LLC**. I have disclosed to **Backcountry Dog Salon, LLC** all known dangers associated with my pet. I expressly understand and agree that **Backcountry Dog Salon, LLC** shall not be held responsible for any damage to my property. I understand that under no circumstances will **Backcountry Dog Salon, LLC** be liable for consequential damages or damages. If any medical problems develop while my pet is in the care of **Backcountry Dog Salon, LLC**. I authorize **Backcountry Dog Salon, LLC** to do whatever is necessary for the safety, health and well-being of my pet. Further I assume full financial responsibility for any and all expenses incurred. I hereby declare to **Backcountry Dog Salon, LLC** that I am the legal owner of my pet; that my pet has not been exposed to any infectious illness within the last (30) thirty days; that my pet has been properly inoculated for the following vaccinations: Rabies, Distemper, Parvovirus, Leptospirosis and Bordetella as well as a negative fecal exam within the last year; that my pet is currently and properly licensed; I (the owner) certify the information I have provided to be true and accurate; and I (the owner) have read this agreement in its entirety.

Vaccine Requirements: All dogs are to be current their Rabies, Bordetella & DHPP vaccines. While it is not required it is strongly recommended that you do receive the Canine Influenza vaccine. This is to ensure the safety of your pet and the others that visit the facility. Physical documentation of vaccinations must be provided to obtain any service. You may send vaccine documentation to info@backcountrydogsalon.com prior to your visit to speed up the check-in process. Please note that a rabies tag does **NOT** qualify as proof of vaccine, documentation from your vet, is required as proof of vaccination. If you have any questions about our vaccine policy or any of our polices please contact us at 231-944-3155.

Senior Pets: Any senior pet that receives services will be done to the best of our ability, based on what the dog can handle. Senior pets are more sensitive to stress and may not tolerate the grooming process as well as younger dogs. You may also notice they are more tired after grooming. While we will accommodate your dog as best we can, they will need to periodically stand, which may aggravate arthritis or sore joints. Senior pets will be groomed for comfort and cleanliness first, and style second. Our staff reserves the right to turn away any senior pet, due to the dogs condition at check-in.

Matted Pets: Any pet that comes to **Backcountry Dog Salon, LLC** with a matted coat will first be groomed for comfort and cleanliness. Matting can be painful and uncomfortable for your pet and potentially hide a pre-existing condition, previously unknown due to the matting. In extreme cases, the mats may pull on the skin tight enough to cause bruising, nicks, or abrasions upon removal. The safest way to remove a matted coat is to cut the hair short enough to cut underneath the matted layer and give the dog a fresh start. If we try to brush out a heavily matted area, it can pull on the skin and cause irritation and be more painful for your dog. Once the matted hair is removed, you may notice a brief increase in scratching or licking. Our goal is to help you keep your pet happy and healthy, which is why when it comes to matting, our philosophy is "Humanity before vanity". A \$20 de-matting fee will be charged to any pet needing this service.

Photography Release: I understand that video and photos are taken of my pet for security and promotional purposes. I understand and agree that by having my pet groomed at **Backcountry Dog Salon, LLC** that I am giving them permission to use any photos, videos for any legal business use.

Late Policy: If you are late dropping off you dog without proper notice you maybe charged a \$20 late fee. If the groomer deems that do to your tardiness that there is not ample time to safely groom your dog you will be asked to reschedule you dog for another appointment time. If this tardiness happens again you will be charged a \$20 fee for the groomer and salons. If repeat tardiness occurs management reserves the right to refuse service.

No Call/No Show & Late Cancellations:

There is never an excuse to not call and notify us if you are unable to make your appointment. If you do not call and notify us that you will not be able to make your appointment we reserve the right to charge you the full price of the missed service. Also if you cancel 20 minutes or less before your scheduled appointment we reserve the right to charge a \$20 late fee if we deem it appropriate. We acknowledge that sometimes extreme circumstances do occur and are willing to work with our clients to accommodate these life events but anyone abusing this goodwill will not be allow to continue as a client and may be required to pay one of or combination of the fines mentioned in this policies.

Late Pick-Ups: Out of courtesy to other pet parents that have scheduled appointments and courtesy to the groomer's time we enforce a strict pick-up and drop-off policy. After your dog is done being groomed, they may be put into the daycare area to play while they wait for you. If you do not come within an hour of completion, you may be charged an additional fee for a day of daycare. If your appointment is the last of the day and you do not come within 20 minutes of closing, you will be charged for a night of boarding and able to pick up your dog the next day. We do acknowledge life happens and in such cases we as for a courtesy call at 231-944-5133 to notify us of these changes. We will make every effort to work with any reasonable requests on a case by case basis. Anyone abusing this goodwill will not be allowed to continue as a client and may be required to pay one of or combination of the fines mentioned in this policy.

In Case of Emergency: The health and safety of our clients is our top priority. In the case of a medical emergency, we will immediately notify you of the situation and if necessary, take your dog to the emergency clinic for medical attention. We will act in your dog's best interest until you are able to get to the clinic.

Payment: All payment is due at the time of pick-up with the exception of any dog wishing to receive services while being boarded or attending doggy daycare from Wiggle Butts & Waggin' Tails. Any clients wishing to receive services will be required to maintain a current credit or debit card on file with **Backcountry Dog Salon, LLC** and agrees to have that card charged upon completion of services. We currently accept all major credit cards, checks and cash. All returned checks will be subject to a \$45 returned check fee.

I (the owner) have read and understand the above policies and agree to them. I understand that if I have any questions I may contact **Backcountry Dog Salon, LLC** directly at **231-944-3155** or by email at **info@backcountrydogsalon.com**.

Date: _____

Signature: _____

Printed Name: _____