



## WAIVER AND RELEASE OF LIABILITY

**Please read the Waiver and Release of Liability carefully before signing.**

My Name is: \_\_\_\_\_ I am the owner of the dog.

I agree to the following terms & Waiver, relating to services to be provided to my dog by DOG SALON.

My Phone number is: \_\_\_\_\_

My Address is: : \_\_\_\_\_

The dogs name is: \_\_\_\_\_ The sex of the dog is: \_\_\_\_\_

The dogs breed or type is: \_\_\_\_\_ The sex of the dog is: \_\_\_\_\_

The dogs colour is: \_\_\_\_\_ The dogs age is: \_\_\_\_\_

The treatment requested today is: \_\_\_\_\_

I confirm that the dog is definitely vaccinated and vaccinations are up to date: YES or NO

At DOG SALON, we care about your dog's safety and well-being. Every reasonable effort will be made to make your dog's visit a safe and happy one.

### Disclosure for Grooming, Day Care and Puppy School Services

**Vaccinations/Insurance/Health of Dog:** I warrant my dog is current with all vaccinations, has current insurance and is in good health (other than as listed below) to the best of my knowledge.

**Owner Responsibility:** I agree to be solely responsible and liable for any and all acts of behaviour by my dog. This may include but is not limited to injury or death to dog, injury or death to another dog(s), or injury or death to any individual providing services or other member of the public.

I accept it is my responsibility to notify DOG SALON of any Medical, Behavioural or Psychological conditions my dog suffers from in the table at the end of this form PRIOR to commencement of DOG SALON services. DOG SALON reserves the right to refuse to provide services if the conditions listed would pose a risk to the dog, our staff, other dogs, or customers.

If my dog is hurt or becomes ill, DOG SALON reserves the right to administer first aid and procure veterinary services at the veterinary service of our choice should it become necessary.

If my dog receives treatment, medication, or other attention I agree to pay all expenses directly to the veterinarian and will not hold DOG SALON or any individual providing services responsible or liable for any resulting expense or loss.

## **MATTED COAT**

I understand that the presence of a matted coat greatly increases the likelihood that my dog may be injured during the grooming process and/or suffer from clipper burn or rash. There may also be skin issues/irritation below the matt that we are unable to see. Clipping a matted dog can increase the risk of cuts, abrasions, skin damage or rash amongst other conditions.

I agree that if the dog is presented to be groomed in a "matted", "oily", "contaminated" or otherwise unacceptable condition, for the health and safety of my dog, that DOG SALON has the right to refuse service and recommend referral to a Vet for performance of the service.

If at any time during the grooming process DOG SALON believes that the risk to my dog is too great to continue, DOG SALON reserves the right to terminate the procedure and recommend Veterinary intervention. Fees will still be charged for the full service, and I will be liable to pay them at the collection of my dog.

## **MATTING AND COAT CONDITION — ACKNOWLEDGEMENT OF RISK**

I understand and acknowledge that when my dog's coat is presented in a matted, tangled, or severely knotted condition, grooming procedures may carry inherent risks that cannot be avoided or predicted by The Dog Salon and its staff. By signing this waiver, I accept full responsibility for the following potential outcomes associated with the dematting or close-clipping of my dog's coat:

**Skin cuts or nicks:** Mats pull and fold the skin, making it difficult to see where the skin is. The tighter and worse the mats, the higher the risk.

**Clipper burn/irritation:** Close clipping can leave skin sensitive, red, or itchy.

**Revealing hidden skin problems:** Matted coats can conceal sores, infections, parasites, bruising, or wounds that become apparent after shaving.

**Hematomas or ear injuries:** Matted ears require extra caution because ear leather is thin and easily cut.

**Tail injuries:** The skin on the tail can also be thin, and mats may be tightly wrapped around it. Post-grooming discomfort: Dogs sometimes scratch, rub, or lick after a close shave.

**Sunburn and temperature sensitivity:** A closely shaved dog may be more vulnerable to sun exposure and weather extremes.

## **I GIVE CONSENT**

I give consent to authorise DOG SALON to remove/shave out necessary matts through the grooming service if unable to be brushed out. I understand this may affect the style of cut my dog will receive.

DOG SALON groomers exercise reasonable caution and an appropriate duty of care. This, however, does not preclude the possibility of accidents or injuries during the grooming process.

Dog Grooming can be physically and/or mentally stressful for some dogs, DOG SALON will not be held responsible for stressful, mental, or physical effects such grooming may have upon a dog or any loss arising therefrom.

I authorise DOG SALON to retain veterinary services of their choice for my dog should DOG SALON consider it necessary for any reason. I agree that if the need for Veterinary Intervention arises, DOG SALON will be recorded as the "client" of the Vet, alongside myself. This is so that DOG SALON can access all relevant information about the incident and subsequent treatments. I agree that this does not expose DOG SALON to any liability for Veterinary expenses.

**AGGRESSIVE DOGS/DISEASE**

We reserve the right to refuse service, or to stop service in progress, if your dog poses a threat to themselves, other dogs or DOG SALON Staff, either by aggressive or other behaviour issues or any health problem.

**AGEING AND SPECIAL NEEDS DOGS**

I am aware that as a dog ages or if the dog has special medical conditions, the process of grooming may become stressful, both physically and mentally. The stress of grooming may cause latent, unknown, active or inactive conditions such as arthritis, bone, joint or surgical sites to become active or inflamed, and unknown active or inactive heart, kidney, or liver disorders to become active and can result in illness, seizures, or the death of the dog. Although we take responsible care in the grooming of the dog, I acknowledge that the stress of grooming may initiate immediate or latent medical problems in my dog. I agree not to hold DOG SALON or any individual performing services responsible for reactions to grooming and/or subsequent loss regardless of cause.

**ADDITIONAL CHARGES**

We reserve the right to charge additional fees for services we consider over and above the normal covered by our standard rates. This could be difficultly in grooming due to behaviour, skin condition, coat condition, or matting. Where possible we will notify you prior to services being provided however I acknowledge this is not always possible.

**CANCELLATION & NO-SHOW POLICY**

I understand and agree if I fail to show up for my scheduled appointment or cancel with less than 24 hours' notice I will be charged a cancellation fee up to the entire cost of the service.

**LATE PICK UP**

When dropping off your dog you will be given a timeframe for completion of services. We request that all dogs are collected within thirty minutes of being informed the dog is ready (unless otherwise arranged). A day care or late pick up fee will be incurred in the event your dog is not collected within 30 minutes of being advised of completion of services.

**DAY CARE**

The day care environment allows dogs to play and interact directly with one another on premises. I acknowledge that due to this environment both on and off premises that injuries to dogs may occur. I acknowledge that DOG SALON conducts its on-leash walking service outdoors in a nonfenced environment.

I agree to present my dog with a correctly fitting collar or harness.

**PHOTOGRAPHY**

I agree to give DOG SALON the right and permission to use photos of my dog taken while in DOG'S SALON care for illustration, art, promotion, advertising, social media, or any other purpose.

**RELEASE OF LIABILITY**

I agree and understand and hereby release DOG SALON, owners, partners, contractors, volunteers, financially or otherwise, for injuries, loss or damage to my dog, myself, or any property of mine and /or any consequential loss while my dog is participating in services or on site at DOG SALON regardless of the cause.

This document in no way affects your statutory rights as a consumer in your state or territory or under Commonwealth legislation (if applicable).

Note: This waiver applies to all members of the family that owns/cares for the dog(s).

**NOTIFIED CONDITIONS**

Please list every and all conditions that your dog suffers from that may affect the ability of the DOG SALON to provide services for your dog.

If there are no conditions please write "NIL".

**Key ailment or behavioural issue:**

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**Impact on grooming or day care:**

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**OWNER DECLARATIONS AND CONSENT**

- I agree that I have read and understand the "Waiver and Release of Liability".
- I confirm that all information provided is accurate and complete.

Today's Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_