



The Lovable Dogs Club LLC  
3210 Hopeland Industrial Dr 100  
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(678) 549-7623

## Grooming Disclosure

### GROOMING DISCLOSURE

Grooming procedures can sometimes be stressful, especially for a senior dog or dog with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. In the best interest of your pet this contract/agreement will give The LovableDogsClub permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by us. We will do our best to contact you first, then take your pet to our authorised Veterinarian, or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner.

The LovableDogsClub strives to be a flea/tick-free environment. If your dog has a flea or tick infestation we will ask that you reschedule your grooming appointment once the flea or tick problem is under control. Dogs with a flea or tick infestation carry a risk of anaemia, infections, tapeworms and other health problems. We recommend that you contact your veterinarian for advice on the best treatment for your situation. A topical monthly flea preventative may be the most effective choice. Treating all pets in the family, as well as treating your home will help in keeping fleas and ticks under control for the long term. If fleas are found on your dog we will bathe your dog in a flea shampoo and have to treat the environment, this will incur a \$10 charge on your grooming bill. If ticks are found an additional charge of \$5 will be added for their removal.

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 that could occur include cuts, nicks, scratches and quicking of the nails. In most cases this can happen when a dog is wiggling or moving around. We make every effort to ensure your dog is

groomed as safely as possible, but if your dog does not accept the process it can be dangerous to continue the groom.

Dogs with severely matted coats need extra attention. Mats in a dogs coat grow tight, and can strangle the dogs skin, or eventually tear it open. The LovableDogsClub will not cause serious or undue stress to your dog by de-matting for more than 15 minutes as specified by the Animal Welfare Act 2006. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the dogs skin allowing mould, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can even harbour maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved dogs are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases dogs may also exhibit brief behavioural changes. Prevention is the best defence against matting by scheduling regular grooming appointments. If your dog needs to be shaved to remove matting, by signed below you acknowledge that you agree to this procedure, and any risk and any additional charges that will be commensurate to the additional work.

Owners MUST inform us if your dog bites, has bitten or is aggressive to people, other pets or specific grooming/boarding procedures. I reserve the right to refuse or stop services of your dog at any time before or during the grooming/boarding process and/or charge an Aggressive Dog Fee commensurate to the additional handling required to complete the groom in addition to the regular grooming charge. If your dog should bite the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

\* If a vicious or dangerous dog harms a person, the owner may be strictly liable.

The utmost of care will be given in watching both your pet(s) and our safety. However, due to the extreme unpredictability of animals, we cannot accept responsibility for any mishaps of an extraordinary or unusual nature (i.e. bitings, furniture damage, accidental death, etc.) or any complications in administering medications to the animal. Nor can we be liable for injury, disappearance, death or fines of pet(s) with access to the outdoors.

Emergency Veterinary Care – If your pet requires any emergency veterinary care while you are away, we will contact you, the owner, first. If we are unable to reach you and your pet's condition cannot wait, we will take them to the best-suited veterinary hospital for treatment. If you have a veterinarian listed in your account, and they are open and able to see your pet, we will go there first. If they are not open or available, or if there is no veterinarian listed, we currently use local vets. All fees charged by the treating veterinary facility are the sole responsibility of you, the owner.

By using our services you agree to hold The LovableDogsClub it's owners, employees and directors harmless from any damage, loss, or claim arising from any condition of the undersigned dog, either known or unknown to us. 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 dogs groomed.

#### Waiver and Release

Please read this form carefully and be aware that in consideration for permission to use this facility, you will be expressly assuming the risk and legal liability and waiving and releasing all claims for injuries, damages or loss which you or your dog might sustain as a result of participating in any and all activities connected with and associated with use of this facility and surrounding area.

I recognize and acknowledge that use of this facility and the surrounding area for dog activities and participating in dog activities entails certain risks of damage, loss or injury to animals, persons or property (including to me, other persons, my dog and other dogs or animals), and I voluntarily agree to assume the full risk of and responsibility for any injuries, damages, loss, liability, costs and expenses, regardless of severity, extent or amount, that (a) I, my dog or any other person accompanying me might sustain or incur as a result of my presence in this facility and surrounding area or my participating in any and all activities connected with or associated with use of this facility and surrounding area or (b) any other person or animal might sustain as a result of my or my dog's actions or conduct in

connection with or arising out of my presence in this facility and surrounding area or my participating in any and all activities connected with or associated with use of this facility and surrounding area. I do hereby agree to waive, relinquish, release and forever discharge (a) the The Lovable Dogs Club, LLC and its officers, directors, employees and agents, and (b) any volunteer assisting or working on behalf of The Lovable Dogs Club, LLC or any of its officers, directors, employees or agents (including but not limited to any volunteer that is a director, officer or member of The Lovable Dogs Club, LLC, from any and all claims or causes of action for damages, injury, loss, liability or expenses that I may now have or which may accrue hereafter to me or any other person claiming through my or on my behalf and arising out of, connected with, or in any way associated with use of this facility and surrounding area

Read Carefully: As owner you represent that your dog(s) is in good health, is currently on all required vaccination for Canine Distemper, Rabies, and Bordetella (Kennel Cough). Is free of fleas, ticks and lice and has not been ill within the last 30 days.

As owner you understand that while your dog(s) is fully vaccinated, that vaccines are not guaranteed and there is a small risk that your dog(s) may contact a contagious disease or illness.

## Bookings

To request a booking please complete the Application for Pet Services Form. We will respond to you within 3 working days to confirm availability and costs. You will then need to pay the 50% non-refundable deposit to secure your booking.

## Parent Neglect Policy

At The Lovable Dogs Club, the welfare and well-being of the pets entrusted to our care are our top priorities. While we strive to provide a safe and nurturing environment, we understand that instances of neglect by pet parents may arise. To address this concern, we have implemented the following policy:

### 1. Definition of Neglect:

- Neglect is defined as the failure of the pet parent to provide necessary information, resources, or care that directly impacts the pet's health, safety, and overall well-being during their stay at our facility.

## 2. Communication:

- In cases where neglect is suspected, our staff will communicate with the pet parent promptly, expressing our concerns and seeking clarification or additional information.

## 3. Documentation:

- We maintain detailed records of each pet's care, behavior, and any concerns raised by our staff. In instances of neglect, these records will be crucial in establishing a factual basis for our concerns.

## 4. Immediate Intervention:

- If neglect is observed or suspected to pose an immediate threat to the pet's health or safety, our staff is authorized to take necessary and reasonable actions to address the situation. This may include seeking emergency veterinary care, altering the pet's environment, or taking other appropriate measures.

## 5. Termination of Services:

- In cases where neglect persists despite attempts to address the concerns, we reserve the right to terminate our services. The safety and well-being of the pet are of paramount importance, and we cannot continue to provide care if neglect compromises these principles.

## 6. Legal Reporting:

- In severe cases of neglect that may constitute animal cruelty or endangerment, we may be obligated to report the incident to relevant authorities in accordance with local laws.

## 7. No Tolerance for Neglect:

-The Lovable Dogs Club maintains a zero-tolerance policy for neglect. We expect pet parents to provide accurate information, follow care instructions, and address any concerns promptly.

## Parent Abandonment Policy

At The Lovable Dogs Club, we prioritize the safety and care of the pets entrusted to us. Pet parent abandonment is a serious matter that jeopardizes the well-being of the pet and disrupts our ability to provide responsible care. To address this issue, we have implemented the following policy:

### 1. Definition of Abandonment:

Abandonment is defined as the intentional or unintentional failure of the pet parent to communicate, pick up, or make arrangements for their pet's return after the agreed-upon boarding period has ended.

### 2. Communication Attempt:

If a pet parent fails to pick up their pet at the agreed-upon time and we are unable to reach them, our staff will make reasonable attempts to contact the pet parent using the provided emergency contacts.

### 3. Holding Period:

In cases of abandonment, we will hold the pet for a specified grace period to allow the pet parent to rectify the situation. During this time, additional boarding fees may apply.

### 4. Emergency Contact Authorization:

By signing the boarding agreement, pet parents authorize us to contact the designated emergency contacts if they cannot be reached in situations of abandonment.

### 5. Transfer of Custody:

If the pet parent remains unresponsive after the holding period, we reserve the right to transfer custody of the pet to an appropriate animal welfare organization or shelter.

6. Financial Responsibility:

Pet parents are responsible for any additional fees incurred due to extended boarding resulting from abandonment. These fees may include boarding, veterinary care, and transportation costs.

7. Legal Actions:

In extreme cases of abandonment, we may pursue legal action to recover outstanding fees and to address the welfare of the pet.

8. No Tolerance for Abandonment:

The Lovable Dogs Club maintains a strict no-tolerance policy for pet abandonment. Pet parents are expected to communicate any changes in plans or unexpected delays promptly.

All policies and procedures are subject to change without notice at the discretion of The Lovable Dogs Club, LLC.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

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