

**PUPPY PARADISE POLICIES, PROCEDURES, AND RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNIFICATION AGREEMENT.**

In consideration for my dog being permitted to attend Puppy Paradise for day and overnight boarding, I make the following representations and agree to all of the following policies, procedures, terms and conditions:

1. **REQUIREMENTS:** My dog meets the following requirements: he/she has successfully completed the Temperament test; is four (4) months of age or greater; he/she is spayed or neutered (if over six months of age) is current on his/her Rabies, Distemper and Bordetella vaccinations; is in good general health and free of ticks and fleas; is not aggressive or protective of toys; meets all other municipal or state licensure and other requirements; is attending Puppy Paradise with a quick release collar that contains an identification tag bearing my dog's name and guardian or owner's current contact information. I have completed the Application and have provided Puppy Paradise with a current and valid credit card number. My dog will enter and exit the facility with a leash.

2. **FOOD.** I understand that I will label and measure out each meal for each day my dog is at Puppy Paradise. My dog will be put into a crate or separated suite while eating and for an hour after eating to prevent bloat which is a condition where the stomach can twist entangling the major organs and can result in death just within a few hours.

3. **PERSONAL PROPERTY:** I agree that Puppy Paradise is not responsible for lost, stolen or damaged personal property belonging to either me or my dog. I also understand and agree that my dog's collar may be removed in the play area to prevent injury to any dog. If my dog causes any damage to the facility or equipment I agree to be fully responsible for the full cost of any repair or replacement.

4. **FEES:** I agree to pay for all of my dog's fees, services and products with the credit card I have provided on the Application or by cash or check at the time I pick my dog up after each visit to Puppy Paradise. I give my permission to charge any of the credit card numbers I provided on the Application for any unpaid fees, services or products. I further agree to pay the cost of any check or debit charges returned or challenged for any reason.

5. **LATE FEES AND CHARGES:** I understand that a fee of \$1 dollar per minute will be charged for each minute that I am late to pick up my dog for a maximum of 15 (fifteen) minutes. If I am more than 15 (fifteen) minutes late to pick up my dog, he/she will be boarded overnight and I will be charged a full night's stay.

6. **AGGRESSIVE DOGS:** My dog is not aggressive. Although Puppy Paradise loves all dogs I understand that aggressive dogs are not permitted to attend Puppy Paradise. If my dog acts aggressively or exhibits unacceptable behavior he/she may be separated from the other dogs. Puppy Paradise will use reasonable efforts to consult the dog's parents about aggression and ways to address it, however aggressive dogs may be asked not to return to Puppy Paradise. Such determinations shall be made at the sole discretion of Puppy Paradise.

7. **ABANDONED DOGS:** Puppy Paradise is a place where all dogs are loved and can be happy and play. No dog may be abandoned at Puppy Paradise. I agree that I will not neglect to pick up my dog from Puppy Paradise by the time he/she is scheduled to leave without providing notification. Any dog that is left at Puppy Paradise without any contact, instruction or notification from me, of the ability, willingness or plans to pick him/her up by myself or my personal representative or agent, will be considered abandoned upon the seventh day of such notification failure. I understand that if I abandon my dog as described above, Puppy Paradise will by default become the legal owner and guardian of the dog. Puppy Paradise will in its sole discretion determine whether to try to rehome and adopt the dog or relinquish him/her to an unrelated shelter of its choice. **I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY DOG AT PUPPY PARADISE I MAY BE UNABLE TO RETRIEVE POSSESSION OF MY DOG AND WILL HAVE NO RECOURSE AGAINST PUPPY PARADISE AS PROVIDED FOR BELOW.**

8. **DUTY TO DISCLOSE:** I have disclosed any and all medical or other conditions, including but not limited to personality concerns or behaviors that may affect, limit or prevent my dog's ability to participate in play time or otherwise attend Puppy Paradise.

10. **PARTICIPATION:** I understand that my dog's participation in play time is at the sole discretion of Puppy Paradise and that dogs may be separated from other dogs or asked to leave for any reason in the sole discretion of Puppy Paradise. I further understand that dogs at Puppy Paradise are encouraged to interact, they are not just crated all day, but as a result of such interactions they are more prone to injury from other dogs. I recognize and release Puppy Paradise from any and all liability and risk inherent to interactions with other dogs, including, but not limited to, bite marks and scratches.

10. **ACCEPTANCE AND ACKNOWLEDGEMENT OF PARTICIPATION RISK:** I fully understand that: 1. There are inherent and potential risks involved with interactions between humans and dogs as well as between dogs and

other dogs which may result in property damage or bodily injury including permanent disability, sickness or death to human or dog and 2. There may be other risks not known to me or readily foreseeable at this time (collectively, "risks"). I fully accept and assume all risks and responsibility for all risks, including without limitation all losses, costs and damages incurred as a result of me or my dog's participation in the events.

11. **VETERINARY LIABILITY AND CARE.** I agree to allow Puppy Paradise to obtain medication/treatment for my dog if in its sole discretion it appears that he/she is ill, injured or exhibits any other behavior that would reasonably suggest that my dog may need medication/treatment. I agree that I am fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment provided to my dog.

Medications / Vaccinations: Puppy Paradise will attempt to administer medications as directed but cannot be held responsible for complications that arise as a result. Under no circumstances will Puppy Paradise service any pet that has any form of contagious illness. This is for the safety of our other customers. Puppy Paradise requires that all pets have the necessary vaccinations and immunizations before service begins. If a Puppy Paradise pet care provider is bitten or exposed to any disease or ailment received from a clients' pet, which has not been properly or currently vaccinated, the client will be responsible for all costs and damages that may incur.

12. **WAIVER, RELEASE AND INDEMNIFICATION:** I HEREBY EXPRESSLY AND FOREVER GENERALLY WAIVE, DISCHARGE CLAIMS, INDEMNIFY RELEASE FROM LIABILITY, SAVE, HOLD HARMLESS AND DEFEND AND COVENANT NOT TO USE PUPPY PARADISE and their invitees, sponsors and all other representatives or agents-s, advertisers, owners, officers, directors, employees, volunteers from and against ANY AND ALL INJURY, LIABILITY, CLAIMS, LITIGATION, ACTIONS, SUITS, COSTS, LOSSES, DAMAGES, EXPENSES OR DEMANDS (including reasonable attorney's fees) OF EVERY CHARACTER WHATSOEVER on account of, arising out of, resulting from or relating in any way to (a) any action or omission of the Releasees, including negligence and (b) me or my dogs participation in activities or otherwise. I FURTHER AGREE TO IDEMNIFY, SAVE AND HOLD HARMLESS the Releasees from any claims, litigation, actions, suits, damages, costs, attorneys fees, losses or injuries as a result of any such claim. I AGREE THAT THIS RELEASE SHALL BE BINDING ON ME AND MY SUCCESSORS, HEIRS, LEGAL REPRESENTATIVES AND ASSIGNS, I ALSO EXPRESSLY AND FOREVER RELEASE PUPPY PARADISE FROM ANY DUTY TO PROTECT ME OR MY DOGS FROM INJURY OF ANY KIND AND AGREE THAT EVEN IF PUPPY PARADISE CHOOSES TO IMPLEMENT SAFETY PRECAUTIONS SUCH ACTIONS SHALL NOT ALTER THE FACT THAT I HAVE RELEASED PUPPY PARADISE FROM ANY DUTY TO PROTECT MY DOGS.

I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THESE POLICIES, PROCEDURES AND RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNITY AGREEMENT AND UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT AND HAVE SIGNED IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT PERMITTED BY LAW AND AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE THAT THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT. I AGREE THAT IT IS INTENDED THAT ALL TERMS OF THIS AGREEMENT CONTROL DESPITE ANY PARTICULAR STATUTE OR LAW THAT WOULD OTHERWISE PROTECT ME OR MY DOGS.

## Client Grooming Agreement

**Current Vaccinations/Veterinarian Information:** By signing this contract, owners verify their pets are current on Rabies. Proof of other vaccinations or testing shall be provided to Puppy Paradise upon request

**Aggressive or Dangerous Pets:** Owners MUST inform Puppy Paradise if your pet bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. Puppy Paradise 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 for Aggressive Dogs in addition to the regular grooming charge. If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

**Health, Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for a senior or ill pet or pet and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give Puppy Paradise permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to your authorized Veterinarian. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

**Mat Removal:** Pets with matted coats need extra attention during their grooming session. Mats can be damaging to a pet's health. 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. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for dematting.

**Accidents:** There is always the possibility an accident could occur. Every effort will be made to ensure your pet is groomed as safely as possible. Any accident will be immediately reported to the parent/guardian.

**Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. We do offer effective products and can apply treatment if requested. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. Please note that parasites are a health hazard to your pet as well as to humans.

**Hold Harmless Agreement:** By signing this contract you (or your Agent) agree to hold Puppy Paradise, it's 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 Puppy Paradise. 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.

**Abandonment Clause:** It is illegal to abandon a dog or cat unless you legally transfer the dog or cat to another home or animal shelter. If you do abandon your dog or cat you will be guilty of a misdemeanor which is punishable by a maximum jail term and a mandatory fine.

**NEW CLIENTS:** All first time clients will be charged a \$25 deposit. This deposit will go towards the first groom or will be used as a "no show" fee if you do not cancel within 48 hours or do not show up to your appointment. Please understand how very important it is that if you make an appointment, you keep it. Our groomers book out months in advance and if you do not show up it does not allow them to serve another dog in need

I have read and agree to the policies of Puppy Paradise. A copy is available upon request for your records.