

## CUSTOMER AGREEMENT, WAIVER AND RELEASE

These are the basic policies and procedures of Rogers Bark Pet Salon. Non-standard conditions arising during the performance of services, including but not limited to coat condition, styling requirements and cooperation of your pet, may add to the final price. By signing below, you agree to pay that final price upon completion of the grooming services and, further, you agree to each of the following terms and conditions. If you have any questions, please let us know prior to the start of the grooming session. Any changes to our Policies will be posted online and offered at the store at the next grooming appointment, and it is understood that the signature at the bottom of this page applies to any future changes and request for services is agreement to changes that have been posted.

**Safety & Liability** - To ensure a safe environment for our groomers and each pet, please inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. We reserve the right to stop the grooming process if the groomer feels your pet's behavior is compromising his/her safety or the safety of the groomer. Prorated charges may apply.

Rogers Bark is not responsible for damage or injury resulting from a pet's behavior, including but not limited to the pet running away or biting a person or another pet.

**Matted Coat and Skin Condition** - Removing a heavily matted coat carries risks to your pet of nicks, cuts, razor burns, or abrasions due to skin conditions such as warts, moles or skin folds trapped in the matted coat. Heavy matting can also trap moisture near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that exist prior to grooming. After-effects of grooming a matted coat can include itchiness, skin redness, self-inflicted irritations, and failure of the hair to re-grow. Rogers Bark is not responsible for any adverse effects of grooming a matted coat. I understand I may need to apply sunscreen to my shaved pet until enough hair grows back to protect my pet. I also understand my pet may exhibit brief behavioral changes as a result of shaving. An owner may request a groomer to dematt their pet at the rate of \$80 an hour on top of the standard groom fee. Rogers Bark may choose to do so only if the dog is healthy and remains calm during the process.

**Flea Control** - Rogers Bark is a flea-free environment. Flea treatment will be administered at the first sign of fleas. I give Rogers Bark permission to administer this treatment and agree to pay the product charge if fleas are detected during my pets grooming appointment.

**Senior Pets and Pets With Health Problems** - Senior pets and pets with health problems have a greater chance of injury. These pets will be groomed for cleanliness and comfort in styles that will not add to their stress. This means we will do the best job we can, given the condition of the pet. Sick animals left in our care will be charged an extra care fee of \$10 if the circumstances warrant it.

**Vaccinations** - By signing below, I affirm that my pet is current on all required vaccinations and licenses. The state of Illinois does not require proof of vaccination prior to grooming services, and Rogers Bark will seek affirmation of vaccinations only in relevant cases. If my pet is not current on all shots and licenses, I understand that Rogers Bark is not responsible for any viruses, diseases, etc. the pet may pick up from exposure to a multiple animal environment. I also understand that if my pet bites any person, Rogers Bark is required by law to report the bite, and I agree to pay all quarantine charges and fees associated with an unvaccinated bite incident and will not hold Rogers Bark responsible for any subsequent charges or reports due to the incident.

**Veterinary Care** - If my pet becomes ill or is hurt and requires the services of a veterinarian, I hereby give Rogers Bark permission and authorization to obtain treatment if I am not available to do so, and I agree to pay for any and all veterinary services.

**Anal Glands** - Rogers Bark does an external expression of anal glands only upon request. I understand that external expression is not as effective or safe as an internal expression done by a veterinarian. Rogers Bark is not responsible for any complications that arise due to external expression based upon owner request. Please consult with your vet before making this request.

**Payment Policy** - All fees for services rendered and products supplied are due at the time of service.

Rogers Bark is an appointment based business. Appointments that are missed without proper notification are disrespectful to our groomers and other clients who wanted that appointment slot and are subject to a \$20 cancellation fee. Proper notification is defined as 48 hours in advance, but will be considered on a case by case basis up to the appointment time. As soon as the appointment time has passed without a phone call, it will be considered a "No Call No Show" and in order to make a new appointment, I agree to a \$20 fee per pet that will be attached to the next grooming bill. If I "No Call No Show" 3 times, a non-refundable deposit equal to the base groom fee will be charged in order to make an appointment. Rogers Bark has the right to refuse service to a pet that arrives more than 20 minutes late to its appointment, and reschedule the appointment in addition to charging a "No Call No Show" Fee.

I understand that Rogers Bark offers an Extended Day service for dogs left over 6 hours. I agree to pay \$8 for the Extended Day Service in the event that it was not my original intention to leave my pet that long. Rogers Bark closes at 7pm during the week and 6pm on Saturdays. I understand that if I show up past the posted closing time to pick up my pet, I will be charged \$10 per every 15 minutes that I am late.

Pet Owner's Signature \_\_\_\_\_

Date: \_\_\_\_\_

Pet's Name(s): \_\_\_\_\_