

ADDIE'S GROOM & BOARD

Phone: 336-370-1800

1331-B Wiley Lewis Rd, Greensboro NC 27406

AddiesGroomandBoard@gmail.com

BOARDING & GROOMING CLIENT CONTRACT

This agreement is entered into by and between the undersigned pet owner ("Client") and Addie's Groom & Board. Addie's Groom & Board, including its owners, employees, agents, and independent contractors, is committed to providing a safe, clean, and healthy environment for all clients and their pets.

By utilizing grooming, boarding, or related services, the Client acknowledges and agrees to abide by the terms and conditions outlined in this agreement, which are designed to ensure the safety, comfort, and well-being of all animals in our care.

Initial: _____ Pet Requirements

All dogs boarding and/or receiving grooming services at Addie's Groom & Board must have an up-to-date vaccination record on file. All vaccinations must be administered by a licensed veterinarian and remain up to date throughout the duration of the pet's stay or service.

Required Vaccinations:

Dogs: DHPPC, Bordetella, and Rabies

For the safety and well-being of all pets boarding with us; we require that:

All male dogs over the age of 2 years must be neutered.

All female dogs must be spayed after 6 months.

Initial: _____ Medical Emergencies (Injuries & Illnesses)

Pet grooming, boarding, and handling involve certain inherent risks. Those risks can include but are not limited to: illness, transmission of diseases/parasites, and/or injuries while grooming, boarding, play, or exercise on the premises of Addie's Groom & Board. In the event of an incident involving the Client's pet(s), we will make every reasonable effort to contact the Client immediately.

If the Client's pet(s) are in need of immediate veterinary care and we cannot get in contact, we reserve the right to transport the Client's pet(s) to the veterinary office on file, or to an emergency vet if the situation occurs after regular hours. The Client agrees to be solely responsible for and to promptly pay all veterinary expenses incurred as a result of such care.

Initial: _____ Health & Medications

The Client agrees to disclose any known medical conditions, health concerns, or behavioral issues of their pet(s) prior to service. All medications and over-the-counter supplements must be provided in their original prescription bottles and/or original packaging. The Client must also bring enough medication for the pet's entire stay. A medication administration fee will apply for any medications administered during a boarding stay.

Clients with elderly pets (approaching the end of life) need to know if in the event the pet passes on while in our care and the Client has not informed us of other plans, our policy is to transport the deceased pet to their vet within 30 miles unless instructed otherwise by the Client at that time. If over 30 miles; Forest Oaks Animal Hospital or the closest Emergency Vet.

Initial: _____ Property Damage

Addie's Groom & Board is not responsible for any personal property left with the Client's pet(s) which may be damaged or destroyed while boarding (i.e. bedding, pillows, collars, leashes, toys, bowls, etc.)

Initial: _____ Grooming

Aggressive or Dangerous Pets: Clients must inform staff if their pet(s) bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may/will be used when necessary. Muzzling will not harm the Client's pet(s), and protects both the pet(s) and the staff. Clients may be charged a special handling fee in addition to the regular grooming charge(s).

Special Circumstances: Grooming procedures can sometimes be stressful, especially for senior pets or pets with health problems. This can expose hidden medical problems or aggravate a current condition(s) during or after the groom. Senior pets and pets with health problems have a greater chance of injury; these pets will be groomed for cleanliness and comfort rather than style.

Matting: Pets with matted coats need extra time and attention during their grooming session. Mats left untreated in a pet's coat only grow tighter, and can restrict blood flow or cause other skin issues or irritation. Mats can be difficult to remove, and may require the pet(s) to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions. Removing matted hair can cause itchiness, skin redness, self-inflicted irritations, sores or abrasions and failure of the hair to regrow.

Accidents: There is always a possibility of an injury with pet grooming. While we will take every precaution to avoid accidents, we are using sharp objects on moving animals.

Dryers: The Client acknowledges that drying is an important part of the grooming process. While all reasonable care is taken to ensure the pet's comfort and safety, the use of dryers may cause stress, anxiety, or discomfort in some pets. The Client authorizes the use of standing, cage, and forced air dryers to complete the grooming process.

Cages: The Client acknowledges and agrees that their pet(s) will be placed in a cage for a portion of the grooming process. The Client authorizes groomers to house pets from the same household together in the same cage, provided there is adequate space and it is deemed safe to do so. Clients are responsible for informing the groomers in advance if their pet(s) must be housed separately.

Initial: _____ Photo & Video Release

The Client hereby allows Addie's Groom & Board to use photo and video of their pet(s) for lawful purposes, including but not limited to; social media, websites, promotional materials, advertisements, and educational content. The Client's personal information will not be shared.

Initial: _____ Payment

The Client agrees to pay the total amount due for services provided at the time of service. A processing fee of approximately 3.5% will be added to the total invoice amount for any payments made using a credit or debit card. This fee reflects the cost of third-party transaction processing and is non-refundable, even in the event of service cancellation, refund, or chargeback, unless otherwise required by law.

Initial: _____ Disclaimer

The Client understands and agrees that Addie's Groom & Board, its owners, and staff are not licensed veterinarians or veterinary technicians. Any observations of illness, injury, or behavioral changes are not veterinary assessments and do not constitute professional medical advice. The Client agrees that Addie's Groom & Board is not responsible for medical outcomes and that veterinary care and cost remains the sole responsibility of the Client.

Initial: _____ Acknowledgement & Assumption of Risks

The Client acknowledges that they have read, understood, and agreed to the policies outlined above. By signing below, the Client voluntarily assumes all risks associated with pet grooming, boarding, and related services, including but not limited to illness, injury, escape, or loss of pet(s) or personal property.

The Client further agrees to release, indemnify, and hold harmless Addie's Groom & Board, including its owners, employees, agents, and independent contractors, from any and all claims, demands, damages, liabilities, or losses arising out of or related to the services provided, except in cases of proven gross negligence or intentional misconduct.

Client Signature: _____ Date: _____

Client Name (print): _____