

# New Client Profile & Agreement

<b>Owner Details</b> Name: Phone: Email: Address: Agent:	
<b>Pet Info</b> Name: Birthday: Gender: Weight: Breed: Color: Markings: Vaccine up to date Y/N Health Concerns/ comments:	Photo

**Pre-Existing Conditions/Waiver:** You agree that Paw Paw is not responsible for any known or unknown pre-existing or degenerative medical conditions (or the aggravation of such condition) such as heart disease, arthritis, intervertebral disc disease (IVDD), cruciate ligament tears, brachycephalic syndrome infections, or any other medical problem that may be affected by the grooming process. You understand that shaving / de-matting a matted pet may reveal pre-existing skin conditions that were unable to be identified prior to shaving or de-matting and that Paw Paw is not responsible for issues that are revealed by or arise due to shaving/ de-matting a matted pet including skin irritations, poor hair re-growth, coat color changes, nicks to moles or skin growths, aural hematomas, and odd behaviors. In the event mats are found, if pet could be de-matted, your stylist will de-mat the pet with additional charge; if mats are not able to be de-matted, you authorize our stylist to shave the matted area(s).

**Veterinary Treatment:** In the unlikely event your pet becomes ill, injured, or requires medical attention, Paw Paw will attempt to notify you or your emergency contact as quickly as possible at the phone number(s) you provided. If we cannot reach you or your emergency contact, or in the case of an emergency, you authorize Paw Paw to serve as your Agent and agree that Paw Paw may seek veterinary care and make health care decisions at your expense. You hereby knowingly and with informed consent,

authorize the release of all veterinary records to Paw Paw for any medical treatment received by your pet in possible connection with service.

**Vaccinations:** Paw Paw requires proof that your pet’s Rabies vaccine is current and any other vaccines required by the city. Also, Paw Paw strongly recommends that your pet be vaccinated against certain infectious conditions, including DHPP, Leptospirosis Bordetella, and Canine Influenza. It is still possible for vaccinated pets to become ill with an infectious condition despite being vaccinated. You agree that you will not hold Paw Paw liable in the event your pet becomes ill with an infectious condition during or after the service.

**Allergic/Adverse Reactions:** You agree that Paw Paw is not responsible for allergic reactions resulting from the manufacturer-recommended usage of any products. Although a pet may experience an allergic reaction to grooming products at any time, flea and tick products are associated with higher incidence of reactions. Please consult your veterinarian prior to having your pet treated if you have any questions concerning your pet’s sensitivity to such treatments. IF FRONTLINE PLUS FOR DOGS HAS BEEN APPLIED, AVOID CONTACT WITH TREATED AREA UNTIL DRY. DO NOT ALLOW THE PRODUCT TO BE INGESTED. DO NOT USE FRONTLINE PLUS FOR DOG, ON CATS.

**Service Policies; Abandonment:** Your pet will be dried using a kennel dryer or velocity dryer (however, as a policy, we do not use kennel dryers on brachycephalic breeds or senior dogs). If you have a specific request for a drying method, it is your responsibility to advise us. Your pet will be tethered during the service. If we feel the safety or well-being of your pet and /or and associate is at risk, a muzzle may be used, or we may refuse or discontinue service. An Express Groom is available for an additional charge if you feel that your dog would be benefit for any reason including, but not limited to, pre-existing medical conditions, breed-related conformation, or sensitivity to stress, noise and kenneling, and required the pet to be picked up at service completion. Any pet not picked up within 24 hours of completion of a service may be, at our sole discretion, turned over to humane society or adoption agency.

**Customer Information/indemnification:** In the event your pet is involved in an incident (e.g. biting a person or another pet) (“Incident”), you hereby authorize PawPaw to release your name and contact information to any party involved in the Incident and/or the appropriate governmental authority. You agree to defend and indemnify Paw Paw for any claims, damages, or costs arising out of or related to any Incident.

**Photo/Video Release:** We may take a photo of your pet while your pet is receiving services (“Photo/Video”). You hereby grant Paw Paw Pets Ltd. and its affiliates the perpetual, irrevocable royalty-free right and license to publish, distribute, adapt, modify, or otherwise use the Photo/Video, or any portion thereof, in any manner for any commercial or non-commercial purpose without notice to you/your review or approval.

**Agreement:** If filling this form and agreement online, you agree that clicking the “ I Accept” button acts as your electronic signature, having the same effect as an original signature, and will constitute your acceptance of the terms and conditions herein, YOU AGREE THAT ALL INFORMATION YOU PROVIDED HEREIN IS CORRECT AND COMPLETE, AND THAT IT IS YOUR RESPONSIBILITY TO ADVISE A PAWPAW ASSOCIATE OF ANY CHANGES TO YOUR RESPONSES HEREIN AT TIME OF CHECK-IN.

**Printed Name**

**Signature**

**Date**