

## PAWPARAZZI PET GROOMING AGREEMENT

- 1. Fully vaccines:** All dogs must be up to date on vaccinations. If your dog is unwell, has a contagious condition, or is exhibiting signs of illness, we may refuse grooming services to protect the health of other dogs in our facility. For puppies, we required they done Booster (the third vaccination) and owner must provide vaccination certification.
- 2. Emergency:** If your dog becomes unwell while in our care and we are unable to reach you, we will take your dog to our partnered veterinary clinic. You will be responsible for any veterinary costs incurred unless it has been explicitly agreed in advance that Pawparazzi Pet will cover the expenses. If any unforeseen health issues or accidental injuries occur while your dog is in the care of Pawparazzi Pet — such as sudden illness, seizures, age-related conditions, or heart problems — we will take immediate emergency action. However, we cannot be held legally responsible for the outcome of such incidents.
- 3. Heavily soiled or neglected coats:** If a dog arrives in a heavily soiled, matted, or unkempt condition due to a lack of regular bathing or grooming, it may require extra time, effort, and multiple washes to ensure the dog is clean and comfortable. In such cases, an additional grooming fee will be applied based on the condition of the coat and the time required. **Extra charge starts from \$30, depends on size of dogs.** We will always inform you in advance whenever possible.
- 4. Aggressive or Dangerous Dogs:** Owners must inform Pawparazzi Pet if their dog has ever shown aggression or has bitten people, other animals, or reacts negatively to grooming. Muzzles may be used when needed for safety. We reserve the right to refuse or stop grooming at any time if a dog is aggressive, and an Aggressive Dog Fee may apply in addition to the regular grooming cost, even if a quote was already given.
- 5. Matted Dogs:** Dogs with matted coats require extra grooming attention. Mats can tighten over time, causing skin damage, irritation, and potential health issues such as infections. Removing mats can be difficult and may involve shaving, which carries the risk of nicks, cuts, or abrasions. Heavy matting can also trap moisture, leading to skin issues. Please note that there is **an additional charge (start from \$30)** for matted dogs. We advise regular grooming to prevent matting. If veterinary treatment is needed due to matting-related issues, the cost will not be covered by Pawparazzi Pet.
- 6. Aged Dogs/ special medical conditions:** At Pawparazzi Pet, your dog's health and safety are our top priority. Grooming can be stressful, especially for older dogs or those with medical conditions, potentially worsening health issues like seizures or illness. To ensure your dog's safety, please disclose any known health conditions (e.g., heart disease, epilepsy, cancer, arthritis) before grooming. Failure to do so may lead to complications for which we are not liable. We reserve the right to refuse service if your dog's health makes grooming unsafe or too stressful, based on our professional assessment.

**7. Double Coat Shave Down:** I understand and agree that I am leaving my double-coated dog with Pawparazzi Pet to be shaved. I have also been informed of the following: We cannot guarantee that the dog's coat will grow back after shaving. Depending on how close the coat is clipped, your dog might require sunscreen to protect the dog's skin from being burned. Shaving may cause irritation and/or rash. Shaving the coat does not necessarily make the dog feel cooler, as the double coat acts as insulation in warm and cool weather. Shaving does not reduce shedding; it only makes the shedding coat shorter. Clipping down a double-coated dog can look uneven or choppy depending on your dog's coat type and the length requested. Our groomers will do their best to make the haircut look the best possible. I am aware and understand the above and agree to have my dog shaved.

**8. Dog Grooming Style:** We will do our best to accommodate any special requests, but please understand that certain limitations may apply based on your dog's breed, coat condition, temperament, or specific grooming needs. If you have preference, please provide specific instructions for your desired grooming style. Pictures are encouraged. Some breeds have standard grooming styles. Please let us know if you have a preference. We reserve the right to refuse any requests that may jeopardize the safety or well-being of the dog.

**9. Biting:** We reserve the right to use muzzles or other appropriate tools to ensure the safety of our staff during grooming sessions. We may refuse or discontinue grooming services to over aggressive dogs to ensure the safety of our staff and other dogs. In case of serious circumstances, we reserve the right to refuse or terminate the service, and the owner is responsible for bearing the injury expenses of the store's employees.

**10. Flea Control:** If we discover that your dog has fleas prior to providing any services, we reserve the right to refuse service to protect the well-being of other animals in our facility. If fleas are discovered during the bathing process, we are required to use a flea shampoo, which will incur an additional charge. Additionally, there will be a **\$100 fee for the cleaning and disinfection** of our grooming area to prevent the spread of fleas to other dogs.

**11. Late Pick-Ups:** We do not have boarding facilities. If your dog is not picked up within 1 hour of notice, an additional \$20.00 per hour cage charge may also apply, if after trading hour, surcharge from \$50.

**12. Photo on Social Media:** Photos may occasionally be taken during the grooming process for documentation purposes and, at times, shared on our social media platforms. If you prefer that your pet's photos, not be used online or in any promotional materials, please let us know in advance — we will fully respect your wishes and exclude your pet from any media use.

**13. Handling fee may apply for Difficult/Aggressive/Overly Active Dogs from \$30**

**14. Nails trim**

For nail trim-only appointments, we cannot guarantee a complete trim, as it depends entirely on your dog's level of cooperation. If a dog is particularly difficult or becomes aggressive, we reserve the right to refuse or stop the service for safety reasons.