

J & J Pet Care Ltd / All About Grooming

GROOMING RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNIFICATION AGREEMENT

J & J pet Care Ltd / All About Grooming employs extensive safety and sanitary precautions to ensure your pets safety and health. Despite reasonable and prudent efforts, some pets may experience common side effects of the grooming process, including but not limited to: clipper burn, exposure of the quick, reactions to flea treatments and de-shedding dip treatments, hair splinters, and sharp nails (after clipping). By creating a new client application, you are automatically signing this agreement, you (the client) agree to relieve J & J pet Care Ltd / All About Grooming, and its agents from any and all liabilities, and/or costs associated with any veterinary care, symptoms or discomfort of your pet related to or presenting after services rendered by J & J pet Care Ltd / All About Grooming. The pursuit of any veterinary, behavioral, or rehabilitation services, and the payment there of, is the sole responsibility of the pet owner. Additionally, you agree to relieve J & J pet Care Ltd / All About Grooming and its agents from any and all liability associated with damages to person, pet, or property by or relating to services rendered or service equipment used by J & J pet Care Ltd / All About Grooming and its agents.

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YOUR PET IS VERY IMPORTANT TO US! ALL ABOUT GROOMING (AAG) WOULD LIKE TO ASSURE YOU THAT EVERY EFFORT WILL BE MADE TO MAKE YOUR PETS GROOMING EXPERIENCE AS SAFE AND PLEASANT AS POSSIBLE. SAFETY COMES FIRST FOR EVERYONE, PEOPLE AS WELL AS PETS, DURING THE GROOMING PROCESS. ALTHOUGH PRECAUTIONS ARE TAKEN, THERE ARE SITUATIONS THAT CAN ARISE DURING GROOMING. EXISTING OR HIDDEN MEDICAL CONDITIONS CAN BE EXPOSED OR AGGRAVATED DURING GROOMING. A MATTED PET OR A PET WITH BEHAVIOURAL PROBLEMS MAY BECOME TRAUMATIZED, STRESSED AND EVEN INJURED DURING GROOMING. EVEN WITH THE GREATEST OF CARE, PROBLEMS MAY OCCUR.

GENERAL: AAG reserves the right to charge additional fees for services we consider over and above the norm covered by our standard rates. AAG reserves the right to refuse service to customers who pose a threat to our employees and other pets in our care where there is an aggression problem, health problem, or parasite problem. AAG incorporates a cloud-based data system. AAG and its affiliates will ensure as reasonable as possible to ensure your information is kept secure and confidential. Any breach we be notified to you in text or email within 24 hours of occurrence of us knowing of occurrence.

AAG will not be held responsible for clipper irritation and/or minor nicks, cuts or abrasions resulting from grooming matted, neglected coats or for irritation cause by removing coat from pets possessing mild to severe skin conditions or allergies, nor will we be held responsible for stressful effect grooming may have on a geriatric, difficult or anxious pet. AAG must be notified within 24 hours of any claims, problems or complaints.

VETERINARIAN AUTHORIZATION/MEDICAL EMERGENCIES: This Agreement gives AAG full authorization to seek medical treatment from the nearest veterinarian of our choice should the pet's veterinarian not be accessible. The pet owner agrees to pay all costs for medical treatment provided. You also consent to AAG contacting your vet for any concerns or questions we have about your pet.

ACCIDENTS/ ALLERGIES/HEALTH/MEDICAL PROBLEMS: Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and we use extreme caution and care in all situations. In most cases this happens when a pet is wiggling or moving around. Your pet's safety and comfort are our priority. In the event an accident does occur, you will be notified of the accident. If the owner is unreachable and/or not on-site and it is deemed necessary AAG will seek immediate veterinary care. AAG is not responsible for any allergic reactions resulting from the manufacturer recommended usage of any products. We take great care in selecting the best products and have few situations with reactions. However, there are cases where a pet may be unknowingly hypersensitive. You must let AAG know within 24 hours and we will give your pet an extra medicated oatmeal bath/conditioning.

AAG is not responsible for pre-existing medical conditions or the aggravation of those conditions: such as, but not limited to, heart disease, seizures, arthritis, obesity, infections, or any other medical problem that may be affected by the grooming process.

VACCINATIONS: AAG are fully licensed and insured. It is your duty to provide us with your current veterinarian information. Your vaccinations must be up to date. RABIES - THIS IS AN INSURANCE AND LAW REQUIREMENT, COVERING ONTARIO. DHPP, BORDETELLA (KENNEL COUGH)) are recommended. If there is a medical reason for not having certain vaccines, we need written proof from your veterinarian. If you are not up to date with your rabies vaccines, we reserve the right to refuse service, and/or you automatically waive your rights for legal action and AAG is held harmless.

FLEAS/TICKS/MITES/PARACITES: Should the owner's pet expose the unit/salon with fleas/lice/mites there will be an additional \$50 charge to cover AAG expense for fumigation of the unit/salon. It is necessary to fumigate to prevent contamination to other clients and client's pets.

INTERRUPTION DURING GROOMING SERVICES/AGGRESSIVE ANIMALS/REFUSAL OF SERVICE/USE OF MUZZLES: THE HEALTH AND SAFETY OF EACH PET IS AAG'S NUMBER ONE CONCERN. AAG reserves the right to refuse service for any reason it deems. In the event a pet that cannot be groomed safely without danger to the stylist/staff/or others, AAG will use muzzles, e-collars, slings, straps, etc. Grooming services may be stopped mid-groom, if necessary, for the safety of the pet and the stylist. Should the groom need to be discontinued, the owner is still responsible for paying a minimum of the cost of the groom plus a convenience fee.

MATTED/PELTED/NEGLECTED COATS: I am aware that if my dog's/cats coat is matted/pelted/neglected, removal of the coat exposes potential skin conditions, as well as potentially aggravates other skin problems. I have the following three options: (1) I

can brush the coat out myself and return at a later date for grooming; (2) AAG will de-mat my dog/cat for \$1 a minute beyond the initial 15 minutes included with the service providing this is not counteractive to the well being and safety of the stylist or your dog/cat. I understand that time and costs associated with de-matting are unpredictable and subject to the condition and tolerance of the dog/cat; (3) Request a shave down and start over. Additional fees apply depending on severity and time to fix the problem. There will be an extra charge on-top of the groom \$25 for pelt removal.

NATURAL/COMBINATION COATS: It is known that there can be a variety of skin and hair coat care problems that may occur after a complete shave-down of double coated breeds. Those problems may be the following but not limited to: loss of fur growth, coat funk (the coat no longer growing back in the same texture and/or colour prior to shaving), bald patches, hyper pigmentation of the skin (darkening where the coat has not grown back), sunburn, pain from sunburn, loss of guard coat, cowlicks. Knowing that any and all the above conditions can occur I authorize AAG to shave down my pet. I hold AAG harmless if any and all the above occur on my pet as this is for the welfare of my pet. I understand that in shaving a natural/combination coat I am removing the dog's natural barrier from protection of the elements.

CANCELLATION/NO CALL/NOSHOW/LATE: I understand that there are additional fees if I fail to cancel my appointment 48hrs in advance, if I don't call or if I no show. We provide every opportunity and method for you to contact us to reschedule or cancel your appointment. Please be respectful of our time as we are a by-appointment based business, and another client could have taken the appointment if we had known. Clients 15 minutes late risk losing their appointment without notice. No call/cancellation/show up to \$25 per pet at the discretion of AAG staff. We have a three-strike policy, if you do not cancel rebook and no show you will be required to pay a non-refundable deposit equal to 50% of the groom cost.

PAYMENT: Payment is due at time of pick-up. If someone else is picking up your pet, you can prepay. We accept cash, debit, Visa and Mastercard. If agreed upon by the owners, I may pay by e-transfer or over the telephone by credit card. I agree a 10% surcharge maybe imposed for this to cover the cost of and extra expenses AAG incur as a result.

PHOTOGRAPHS: We will take a photo of your pet for our records!
I agree to allow AAG, its owners (J & J Pet Care Ltd) to use my dogs name and any images or likeness of my dog taken while at AAG, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials. If I do not consent, I must notify staff at the time of signing this agreement indicating so on the form or in writing at any later time. CONSENT WITHDRAWN initials _____

SATISFACTION: Your satisfaction is important to us. If you are unhappy and would like something adjusted on the groom, we are happy to make any adjustments when you pick-up your pet from his/her appointment. However, once you take your pet home from the appointment, any return visits will be treated as a new appointment and you will be charged a grooming fee.

CONSENT/WAIVER, RELEASE AND INDEMNIFICATION: I entrust my pet to AAG for the purpose of grooming my pet. I understand and am aware that all due care will be taken with for safety of the pet and staff. I am aware that neglect of my dog/cat's coat can be a cause for problems after grooming such as clipper irritation, brush irritation, redness or bruising. If my dog/cat is wiggly, doesn't remain still, jumps, fights, bites, or acts out during the grooming, accidents can happen such as nicks, scrapes, cuts from clippers or scissors.

I have disclosed and will continue to disclose on an ongoing basis, all medical or other conditions, including but not limited to personality, behaviours that may affect, limit or prevent my dog/cat's ability be at AAG. I hereby agree to expressly and forever waive, discharge claims, indemnify, release from liability, save, hold harmless, and defend AAG, their invitees, sponsors, advertisers, owners, officers, directors, employees, staff, volunteers, agents, representatives, leasers, and all others having interest in AAG (The Releases) from and against any and all injury, liability, claims, litigation, actions, suits, costs, losses, damages, attorney's fees, expenses or demands of every character whatsoever on the account of, arising out of, resulting from or relating in any way to (1) any act of omission of the releases, including negligence, and (2) my dog/cats participation at AAG, or otherwise. I agree that this release shall be binding on me and my successors, heirs, legal representatives, and assigns. I also expressly and forever release AAG from any duty to protect me or my dog/cat from injury of any kind and agree that even if AAG chooses to implement safety precautions; such actions shall not alter the fact that I have released AAG from any duty to protect me or my dog/cat.

I, the undersigned, hereby acknowledge and agree that all the information provided in this application is complete and accurate to the best of my knowledge. I further acknowledge and agree I have read, understand and agree to all terms and conditions contained in the Grooming Policies, Procedures, and Release, Waiver of Liability, Assumption of Risk and Indemnification Agreement (the Agreement), as they may be amended at any time, which are attached and fully incorporated into this application by reference. I hereby execute the Agreement for my pet, myself and my heirs, successors, representative and assigns. I further attest that if I am not the sole owner or representative of the dog subject to this application that my signature is sufficient to enter into this Agreement for and on behalf of any other owner or representative. I further agree, by providing my email address I may receive email from All About Grooming. My consent can be withdrawn at any time, verbally, in email or writing. All About Grooming is a registered company owned by J & J Pet Care Ltd. Both are licensed in Ontario and Canada. All trademarks, logos and names are copyrighted under law.

Details:

- Required for all clients
- This policy is shown on the company page

This policy was created on *July 19, 2021* and was last modified *January 13, 2023*