

StarLite Pet Spaw Grooming Agreement

Pre-Existing Conditions/Waiver: You agree that StarLite Pet Spaw is not responsible for any known or unknown pre-existing or degenerative medical conditions (or the aggravation of such), including conditions 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 a matted pet may reveal pre-existing skin conditions that were unable to be identified prior to shaving and that StarLite Pet Spaw is not responsible for issues that are revealed by the shave or due to shaving a matted pet including skin irritations, poor hair re-growth, coat color changes, nicks to moles or skin growths, aural hematomas, and other conditions.

Veterinary Treatment: In the unlikely event your pet becomes ill, injured, or requires medical attention, StarLite Pet Spaw will attempt to notify you or your Agent as quickly as possible at the phone number(s) you provided. If we can't reach you or your Agent, or in the case of an emergency, you authorize StarLite Pet Spaw to serve as your Agent and agree that StarLite Pet Spaw may seek veterinary care and make healthcare decisions for your pet. You hereby knowingly, and with informed consent, authorize the release of all veterinary records to StarLite Pet Spaw for any medical treatment received by your pet in possible connection with the service.

Parasites: Pets with fleas or ticks may receive flea/tick treatment at your expense.

Vaccinations: StarLite Pet Spaw requires proof that your pet's Rabies vaccine is current. We also strongly recommend 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 StarLite Pet Spaw will not be held liable in the event your pet becomes ill with an infectious condition during or after its service.

Allergic/Adverse Reactions: You agree that StarLite Pet Spaw 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 a 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 THE TREATED AREA UNTIL DRY. DO NOT ALLOW THE PRODUCT TO BE INGESTED. DO NOT USE FRONTLINE PLUS FOR DOGS 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 an associate is at risk, a muzzle may be used or we may refuse or discontinue service. If we feel the safety or feel that your dog would benefit for any reason including, but not limited to, pre-existing medical conditions, breed-related conformation, or sensitivity to stress, noise and kenneling, and requires the pet to be picked up earlier than service completion time. The following breeds are required to have an Express Groom: English Bulldogs, French Bulldogs,

Boston Terriers, Pugs, and Boxers. Any pet not picked up within 24 hours of completion of a service may be, at our sole discretion, turned over to a local 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 StarLite Pet Spaw 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 StarLite Pet Spaw for any claims, damages, or costs arising out of or related to any Incident.

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

Please indicate if any of the following apply to your pet.

☐ Yes ☐ No 1. Has your pet displayed aggression toward other animals or humans? If yes, for the health and safety of your pet an associate will ask for more details in the comments.

☐ Yes ☐ No 2. Do you have any reason to believe your pet is currently ill or will become ill prior to or during grooming? If yes, for the health and safety of your pet an associate will obtain more details.

☐ Yes ☐ No 3. Does your pet have a known heart murmur or heart disease?

☐ Yes ☐ No 4. Has your pet shown signs of stress with an appointment? If yes, for the health and safety of your pet an associate will obtain more details.

Exclusion Conditions/Waiver: You hereby agree that StarLite Pet Spaw is not responsible for any known or unknown pre-existing or degenerative medical conditions (or the aggravation of such), including but not limited to prior injury, heart murmur, trachea collapse, arthritis, spinal injury, heart condition, heart disease, or other relevant conditions. StarLite Pet Spaw reserves the right to stop or refuse service at any time. By signing, you authorize service to your Agent and agree that StarLite Pet Spaw associates may act on your behalf in the event of an emergency, including seeking veterinary care.

Customer Information/Indemnification: You agree to indemnify and hold harmless StarLite Pet Spaw from any claims arising from your pet, including injury or damage caused by your pet.

Agreement: By signing below, you agree that this service card is correct and complete 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 STARLITE PET SPAW ASSOCIATE OF ANY CHANGES TO YOUR RESPONSES HEREIN AT TIME OF CHECK-IN.

Owner or Agent Signature: _____ Date: _____

Associate Use Only: By my signature, I certify that I have verbally confirmed with the Owner or Agent that the information on this service card is true, complete, and correct.

Signature: _____ Date: _____