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Date Sep 17th, 2021

The Lovable Dogs Club LLC  
3210 Hopeland Industrial Dr 100  
Powder Springs, GA 30127  
(678) 549-7623

## **Terms & Conditions**

### Vaccination Status and Health

All pets must have up to date vaccinations. These must be completed at least 2 weeks before boarding.

Owners must apply a tick & flea treatment such as Frontline before checking in their pet, to ensure that the pet is free of external parasites. Otherwise we will apply this treatment and charge the cost to owners.

Pet Owners shall produce their pet's current or most recent Vaccination Certificate from a qualified and certified veterinarian. The Vaccination Certificate shall not be more than 12 months old from the date of boarding.

The LovableDogsClub reserves the right to cancel any booking if the Pet owner fails to produce the pet's most recent Vaccination Certificate.

\* Rabies vaccinations are required by law in most states, including GA.

**ADMINISTER MEDICATIONS** - By signing below I authorize Pet Sitter to administer medication and/or prescribed treatments to my pets. I have provided directions for administration on the pet profile page and/or by other means to Pet Sitter. I understand I am responsible for notifying my veterinarian that my pet sitter will be administering this medication during my absence with my complete authorization.

Grooming procedures can sometimes be stressful, especially for a senior dog or dog with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. In the best interest of your pet this contract/agreement will give The LovableDogsClub permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by us. We will do our best to contact you first, then take your pet to our authorised Veterinarian, or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner.

The LovableDogsClub strives to be a flea/tick-free environment. If your dog has a flea or tick infestation we will ask that you reschedule your grooming appointment once the flea or tick problem is under control. Dogs with a flea or tick infestation carry a risk of anaemia, infections, tapeworms and other health problems. We recommend that you contact your veterinarian for advice on the best treatment for your situation. A topical monthly flea preventative may be the most effective choice. Treating all pets in the family, as well as treating your home will help in keeping fleas and ticks under control for the long term. If fleas are found on your dog we will bathe your dog in a flea shampoo and have to treat the environment, this will incur a \$10 charge on your grooming bill. If ticks are found an additional charge of \$5 will be added for their removal.

There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems that could occur include cuts, nicks, scratches and quicking of the nails. In most cases this can happen when a dog is wiggling or moving around. We make every effort to ensure your dog is groomed as safely as possible, but if your dog does not accept the process it can be dangerous to continue the groom.

Dogs with severely matted coats need extra attention. Mats in a dogs coat grow tight, and can strangle the dogs skin, or eventually tear it open. The LovableDogsClub will not cause serious or undue stress to your dog by de-matting for more than 15 minutes as specified by the Animal Welfare Act 2006. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the dogs skin allowing mould, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming

process. Torn skin from mats can even harbour maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved dogs are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases dogs may also exhibit brief behavioural changes. Prevention is the best defence against matting by scheduling regular grooming appointments. If your dog needs to be shaved to remove matting, by signed below you acknowledge that you agree to this procedure, and any risk and any additional charges that will be commensurate to the additional work.

Owners MUST inform us if your dog bites, has bitten or is aggressive to people, other pets or specific grooming/boarding procedures. I reserve the right to refuse or stop services of your dog at any time before or during the grooming/boarding process and/or charge an Aggressive Dog Fee commensurate to the additional handling required to complete the groom in addition to the regular grooming charge. If your dog should bite the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

\* If a vicious or dangerous dog harms a person, the owner may be strictly liable.

The utmost of care will be given in watching both your pet(s) and our safety. However, due to the extreme unpredictability of animals, we cannot accept responsibility for any mishaps of an extraordinary or unusual nature (i.e. bitings, furniture damage, accidental death, etc.) or any complications in administering medications to the animal. Nor can we be liable for injury, disappearance, death or fines of pet(s) with access to the outdoors.

Emergency Veterinary Care – If your pet requires any emergency veterinary care while you are away, we will contact you, the owner, first. If we are unable to reach you and your pet's condition cannot wait, we will take them to the best-suited veterinary hospital for treatment. If you have a veterinarian listed in your account, and they are open and able to see your pet, we will go there first. If they are not open or available, or if there is no veterinarian listed, we currently use local vets. All fees charged by the treating veterinary facility are the sole responsibility of you, the owner.

By using our services you agree to hold The LovableDogsClub it's owners, employees and directors harmless from any damage, loss, or claim arising from any condition of the undersigned dog, either known or unknown to us. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all dogs groomed.

## Bookings

To request a booking please complete the Application for Pet Services Form. We will respond to you within 3 working days to confirm availability and costs. You will then need to pay the 50% non-refundable deposit to secure your booking.

Your booking is only confirmed once both the Application Form and the deposit have been received. Only one "Meet and Greet" will be free. Monthly rates are available. Full payment is due at check-in time.

Last minute bookings are unacceptable, unless a urgent fee is paid to The LovableDogsClub.

Holiday visits - A 50% deposit is required to reserve dates. If canceled 7 or more days before the service starts, the deposit goes to credit; if canceled less than 7 days before the service starts, the deposit is non-refundable.

We have 9 days we consider a "holiday" - New Year's Eve, New Year's Day, Easter, Memorial Day, July 4, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

## Payment

Pet Owners shall deposit a minimum of 50% of the charges to The LovableDogsClub upon confirmation of the booking from The LovableDogsClub.

The LovableDogsClub reserves the right to collect up to 100% of the charges at the time

the pet is checked into overnight stay.

Payments are not refundable in the event Pet Owners decide to cancel this agreement or reduce their pet's boarding period. As an example if the agreement is to board a pet for 7 days and the owner decides to collect the pet after 2 days, The LovableDogsClub will not make any refund to the Pet Owner.

#### Accommodation

Rates do not include food. The additional option of dog food is available at no charge.

At any one time, we will be housing no more than 3 dogs. This will vary depending on the size of the dogs.

Female dogs in heat tends to stress out the boys, so she will stay in her private villa and not enter group play sessions.

#### Check in & Check out

Our business hours are 10 am – 6 pm Monday to Saturday. All check-ins must be before 6 pm. We prefer check-in before 4 pm. Our advice is to arrive early in the day if possible. This enables your pet maximum time to settle into the retreat environment.

We operate like a hotel. If you are late to pick up and vacate your space, you will be charged for the extra day.

#### Cancellations

In the event you decide to cancel or reduce your pet's boarding period, all payments non-refundable. Customers have up to 48 to cancel an appointment after booking confirmation.

Overnight visits – A 50% deposit is required to reserve dates.

Client authorizes The Lovable Dogs Club to take photos of Client's pet for their file and

for thelovabledogsclub.com website. All photos taken are the property of The Lovable Dogs Club.

#### IMPORTANT

- \* Please toilet your dogs BEFORE coming to your Appointment.
  - \* All dogs MUST be on a suitable lead
  - \* Please ensure your dog/s have been flea treated. Infested dogs will incur a treatment, clean up & bomb fee.
  - \* I do NOT Groom aggressive dogs that have been known to bite for any aspect of grooming.
  - \* If you arrive early. Please wait in your car- do NOT tie your dog up to my fence/door & leave!
  - \* Cancelling & then re-scheduling appointments when there is no intention of attending appointment is not appreciated.
  - \* I only accept cash, credit cards, zelle, cash app, PayPal, and apple pay
- If you are running late, please call or text me, DO NOT face book message me, chances are im not logged in.
- \* Prepaid/Instalment's accepted by arrangement only.
  - \*Cooked food and raw food pet eater must provide a signed form with ingredients listed! We will not be responsible for any sick dogs, due to prepared food made by owner!
  - \* Please understand that kennel cough is unpreventable and we ensure the facility remains disinfected and free of germs!
  - \*No aggressive dogs are ALLOWED. A temperate test is recommended to keep all dogs safe and healthy!
  - \*Dog bites to another dog, humans and to the property WILL BE THE PET OWNER responsibility to cover cost for any medical bills and damages cost

All policies and procedures are subject to change without notice at the discretion of The Lovable Dogs Club, LLC.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

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{name}