

**Client Agreement and Waiver of Liability**



**Welcome to the Mindful Mutts Family!**

How did you hear about us? \_\_\_\_\_

I do hereby waive and release Mindful Mutts from any and all liabilities of any nature for the actions of myself, my dog(s), or any person who holds a key to my home; except those arising from gross negligence or willful misconduct on the part of Mindful Mutts. Mindful Mutts agrees to provide all services in a kind, humane, reliable, and trustworthy manner. Client agrees to notify Mindful Mutts of any concerns within 24 hours of their return from our care.

I understand that Mindful Mutts may terminate this Contract if my dog becomes a threat to the safety or health of Mindful Mutts employees or the community due to aggressive behavior. Mindful Mutts will contact client if their dog(s) displays aggressive behaviors or tendencies. Mindful Mutts is required to report any bite incidences to the authorities. I acknowledge that I am responsible for medical expenses and damages resulting from an injury to a Mindful Mutts staff member or other person or animal caused by my dog(s). Mindful Mutts reserves the right to refuse service to any client, at any time, for any reason. I attest that I/we agree to the above statements. If anything changes with my pet, I will inform Mindful Mutts before the next service is scheduled.

This signed document gives Mindful Mutts authorization to enter listed address as needed to perform the necessary services. I authorize this contract to be valid approval for services so as to permit Mindful Mutts staff to enter my home without additional signed contracts or written authorizations.

DOG(S) PRINTED NAME: \_\_\_\_\_

CLIENTS PRINTED NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PRIMARY PHONE: \_\_\_\_\_

EMERGENCY PHONE: \_\_\_\_\_

GARAGE CODE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**Veterinarian and Dog Health Care**

Owner agrees to pay all costs and charges for all veterinary costs for the dog(s) during the time period that the dog(s) is enrolled with Mindful Mutts. If the dog(s) becomes ill, the owner shall be notified as soon as possible. If the Owner does not inform Mindful Mutts immediately regarding the measures to be taken, or if the state of the dogs health reasonably demands quick action, Mindful Mutts shall have the right to call a veterinarian chosen by Mindful Mutts or take the dog(s) to said veterinarian in either case; and such expenses, being reasonable in amount shall be paid promptly by the Owner of the dog(s).

**In Case of an Emergency (please select one option)**

\_\_\_\_ Should any medical condition arise, including non-life and life threatening situations, and neither the emergency contact or I can be reached, it is agreed that Mindful Mutts or its selected agent can and will make any needed decision concerning medical treatment at my designated veterinarian or if my vet is unavailable, at the veterinarian of Mindful Mutts choice up to \$\_\_\_\_\_ amount. *\*We will continue to try and reach the emergency contact numbers in case of a non-life threatening situation as well.*

**Name of preferred veterinarian:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

\_\_\_\_ Should any medical condition arise, **DO NOT TAKE ANY ACTION** until specific authorization is given regardless of the situation. *\*Please keep in mind that we cannot help your dog in the event of an emergency if you select this option.*

**Payment for services provided**

Owner agrees to pay the rates described below unless otherwise noted for the dog walking/training service in effect on the date dog(s) is admitted to Mindful Mutts and on each Friday of the week services are rendered. Owner further agrees that the dog(s) will not be walked until owner pays all past due charges to Mindful Mutts. Owner further agrees to comply with the operating hours of Mindful Mutts. Mindful Mutts has the right to refuse service to anyone. \*\*All packages expire six (6) months from date of purchase unless otherwise agreed upon in writing.

**Photographs**

Occasionally, photographs or video footage may be taken of the dog(s) that are using any of the services provided by Mindful Mutts. The client gives permission for any resulting photographs or video of the Owners dog(s) to be used for advertising or educational material, understanding that the resulting photographs or videos are the sole property of Mindful Mutts.

**House keys**

\_\_\_\_\_ I will provide two (2) copies of my keys for Mindful Mutts to hold onto in their secure lock box for access to my property. \* Keys will be returned to Owner upon termination of services.

By signing this contract and leaving the dog(s) with Mindful Mutts, Owner certifies to the accuracy of all information given about the dog(s) in this Contract, and represents that; all pertinent information about the dog(s) health and behavior have been disclosed in the Contract, all dog(s)' vaccinations are current, the dog(s) is free from and has not been exposed to rabies or any contagious illness within the last 30 days prior to beginning its walks with Mindful Mutts, and that Owners dog(s) has no illness or behavior problem (includes aggressive or biting behavior) that has not been disclosed to Mindful Mutts in writing in this Contract. Owner agrees to indemnify and hold Mindful Mutts harmless, from and against all loss, damages, or other expense, including attorney's fees, resulting from misrepresentations by Owner or Owner's agents or resulting from Owners dog(s) stay including, without limitation, any person claiming to be the Owner of the Owner's dog(s) and any person claiming damage or injury by Owner's dog(s).

By signing this Contract, Owner certifies to the accuracy of all information given about said dog(s) on this Contract and is the sole owner of the dog(s), free and clear of all liens and encumbrances. Keep a copy of this contract for your records.

I have read and agree to the terms:

Printed Name of dog(s) owner: \_\_\_\_\_

Signature of Dog(s) Owner: \_\_\_\_\_ Date: \_\_\_\_\_

## Behavior/Health Information

### **General Pet Information**

Pets Name: \_\_\_\_\_

Neutered/Spayed ?

Yes

No

Current Rabies/ Vaccinations? (Documentation Required)

Yes

No

Breed: \_\_\_\_\_

Weight: \_\_\_\_\_

Age: \_\_\_\_\_

### **Behavioral Issues/Advisories (Check all that apply)**

People Aggressive

Dog Aggressive

Skittish/Shy

Not comfortable with nail trimming

Anxiety in Crate

Other (Please Explain) \_\_\_\_\_

### **Medical/Health Issues (Check all that apply)**

Chronic Ear Infections

Skin Allergies

Other (Please Explain) \_\_\_\_\_

Mindful Mutts LLC's (herein referred to as Mindful Mutts) goal is to make your pets experience with us as pleasant as possible. We do everything we can to make them comfortable, as well as report any abnormalities or issues during their time with us, whether we're training or washing your dog. If you are not satisfied with a service, we will make a reasonable attempt to rectify it, which may include re-washing your dog, brushing again, or giving a limited credit towards your next appointment.

Please read and initial each section listed below

\_\_\_\_\_ **1. Health and Behavior of Pet\*\*:** I agree and understand that Mindful Mutts LLC has relied upon my representation that my pet is in good health, has not injured or shown aggressive behavior towards any person or animal, and is current on all vaccinations.

\_\_\_\_\_ **2. Aggressive Pets/Parasites:** Mindful Mutts reserves the right to refuse service, or to stop any service, if your pet poses a threat to themselves, other pets, or staff, regardless of whether it's aggression, health, or a parasite problem.

\_\_\_\_\_ **3. Owner Responsibility:** The owner agrees to be solely responsible and liable for any and all acts of behavior of their pet. This may include, but is not limited to, injury or death to pet, injury or death to another pet(s), or injury or death to a staff member or any member of the public. Medical treatment expenses required by staff, the public, or for another pet is the sole responsibility of the pet owner.

\_\_\_\_\_ **4. Matted hair on pet:** (Dog Wash Clients) Owner is aware that if the pet's fur is matted, your pet may not be able to tolerate being brushed to detangle its fur prior to bathing. Brushing with this condition can be painful and cause significant anxiety. In the event this is the case, taking the dog to a groomer for an evaluation of clipping options will be recommended.

\_\_\_\_\_ **5. Kennels:** I agree and understand that in the event there are multiple dogs at the same household or venue, your pet may be placed in a kennel.

\_\_\_\_\_ **6. General risks:** While every care is taken while your pet is with us, animal care always carries an inherent risk, which may include, but is not limited to, stress, anxiety, clipping a nail quick, or exposing or agitating other conditions, whether known or unknown. Owner agrees not to hold Mindful Mutts responsible for any injuries which may result from training or dog washing services.

\_\_\_\_\_ **7. Aging and special needs:** Owner is aware that advanced age pets, and special needs pets may encounter more stress during activities, both physically and mentally. These activities may activate latent, unknown, active, or inactive conditions to arise, including, but not limited to heart, kidney, liver, arthritis, or joint/bone conditions, which may result in illness, seizures, or death of the pet. Owner agrees not to hold Mindful Mutts responsible for reactions to washing or caring for your pet.

\_\_\_\_\_ **8. Skin irregularities:** (Dog Wash Clients) Any skin irregularity that protrudes from the skin is susceptible to getting caught while brushing fur, which may result in bruising, nicks, or cuts. Owner agrees not to hold Mindful Mutts responsible for reactions to washing or brushing.

\*\* Discussion of aggressive behaviors are expected and required prior to starting any services

\_\_\_\_\_ 9. **Grooming Rates:** (Dog Wash Clients) Owner agrees to pay the current grooming rate per visit, per dog, for services rendered. You will be advised of grooming rates prior to any work being done; however, certain treatments such as de-matting may not be pre-quoted due to complexity once started, and will be determined when services are done, based on length of time and severity of matting.

\_\_\_\_\_ 10. **Cancellation and no show:** I understand that if I cancel my scheduled appointment with **less than 4 hours notice**, I cannot make another appointment until the full cost is recovered for the missed appointment.

\_\_\_\_\_ 11. **Fee Collection:** Fees are due at the time of service. If for any reason all fees and charges are not paid, and it is necessary to pursue collection through civil action, owner agrees to pay all costs and expenses associated with any collection actions.

\_\_\_\_\_ 12. **Deceased Pet:** I agree and understand that should my pet die while in the care of Mindful Mutts, Mindful Mutts will make reasonable efforts to contact me to recover my pet. If unable to contact me, Mindful Mutts agrees to take my pet to my preferred veterinarian if possible, or to a veterinarian of Mindful Mutts choosing to be recovered by owner upon notification.

\_\_\_\_\_ 13. **Release of Liability:** I agree, understand, and hereby release Mindful Mutts, their owners, staff, partners, financially or otherwise, for injuries to my pet, myself, or any property while my pet is participating in services provided by Mindful Mutts.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_