



GROOMING

FOR A SMOOTH PICKUP:

- Please make sure your fur-kid has a chance to go to the toilet before you bring them into the salon
- Often dogs will pick up on any anxiety that the owner may have when leaving their dog. Just like a child going to childcare, dogs are the same, that first few minutes leaving their parents, going into the salon with lots of noise going on can cause a little anxiety, however once the parent leaves the dog quickly settles.

We suggest to hand over your dog over to the groomer, then give the groomer the instructions of what services you would like and any particular needs. Make the transition quick, especially if your dog is anxious.

Senior dogs: Some pets find the grooming process stressful especially in Senior dogs. Because of this, grooming can expose hidden medical problems (eg heart issues) as well as aggravate a current one, whether it be during or after the groom. Suzi Pooch will not be held responsible for accident or injury to an elderly or health compromised pet during their grooming. By signing below, the owner is stating that Suzi Pooch has permission to groom their senior dog and owner has told Suzi Pooch staff any and all (past & present) health problems.

NOTE: Suzi Pooch will groom for cleanliness and comfort and will not compromise any pets health and/or wellbeing to achieve "the perfect groom".

PLEASE DO NOT BRING YOUR FEMALE IF ON HEAT - Please alert staff if you have an un-desexed female

Matted Dog Policy: Matting requires extra attention. If the matting is minimal and the pet responds well, we may brush them out for an extra fee (\$10-\$20). If we do not believe we can remove the matts in a timely manner or we feel your pet is in pain, we will not continue and will clip short/shave. We firmly believe grooming should be an enjoyable experience and we will not put your pet through the discomfort of unnecessary dematting. We will notify you before shaving your dog. If permission is denied, we will discontinue with the groom and must be picked up as is. There is a greater risk of nicks, scratching, cuts etc; a matted dog during the grooming process. In addition, the skin may appear red, itchy and irritated due to the lack of oxygen reaching under the mats. There can also be hair loss.

Accidents: Although accidents are rare, there is a risk when dealing with pets. Suzi Pooch will inform you immediately of any incident that occurs or any condition that we notice. Your pet's safety and comfort is our number one priority. Grooming equipment is sharp and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails etc. In most cases this happens when a pet is wriggling or moving around. Any incident, no matter how big or small will be communicated to the pet owner. If necessary Suzi Pooch will transport your pet to the veterinarian. Any veterinary bills resulting from any procedure during the grooming process will be the sole responsibility of the pet's owner. Suzi Pooch will not be held responsible for any injury or after effects that may occur.



It is highly recommended that all pets be current on vaccinations prior to grooming. You are required to keep Suzi Pooch updated if any changes to your pet eg health problems or a lapse in yearly vaccinations or flea/worming regime.

By agreeing and proceeding with my booking, I understand that although all care is taken of my pets' health and safety, unforeseen allergy or issues could arise with products used, or hotspots appear after the grooming process (commonly seen under mats).

By agreeing and proceeding with your booking, you indicate that you understand and agree to release and hold harmless Suzi Pooch, its owners, employees and affiliated from and against any and all liability, expenses, and costs (including any veterinary treatment or attorney fees) resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward.



DAY CARE

IMPORTANT: All dogs must come with a collar. We prefer the quick release collars for safety reasons, but not essential. If parents are wanting 'dog walks' then harness must be provided by parents.

If you want your dog to be fed in day care, please bring your own food (to save tummy upsets). Please let us know if your dog **HAS NOT** had raw bone before.

Doggy Day Care can be similar to a human physical contact sport, except these participants are using claws and teeth to play games! The more active a player your dog is, the more likely they will get scratched and other marks on them. We have a standard of dog/supervisor ratio to monitor the dogs for appropriate behavior and to keep play levels as safe as possible, but sometimes things do happen. We will inform you if anything untoward occurs. However keep in mind that they are covered in hair, we may not see everything. If you do find a mark you feel may be concerning, please let us know.

Suzi Pooch, its owners, employee(s), representatives or any other affiliated person with the Suzi Pooch business shall hereinafter be referred to as "Suzi Pooch".

I specifically represent to Suzi Pooch that I am the legal owner/carer of the said dog.

I understand that all dogs will complete a temperament evaluation. Suzi Pooch reserves the right to refuse or to reject any dog that might be a hazard to its self, other dogs or staff member. We WILL NOT ACCEPT any dogs that show signs of: aggression, anti-social behaviour that makes other dogs stay unpleasant, nose-butting play style OR toy, people or food possessive, excessive humpers, excessive markers or physically ill.

I understand and agree that admitting my dog(s) to Suzi Pooch has relied on my representation that my dog(s) has not harmed, shown aggression, anti-social or threatening behaviour towards any other dog or any other person.

I understand that my dog is required to be fully vaccinated (C5: including Distemper, Canine infectious Hepatitis, Parvo Virus, Bordetella Canine Parainfluenza Virus: C5 is 3 yearly – however Kennel Cough Vacc is yearly) and I will provide Suzi Pooch with proof thereof from my veterinarian.

I agree to provide Suzi Pooch with annual updates of my dogs vaccination records.

I understand that entry will not be allow without proof on first day of care.

I understand that my dog is required to have flea/tick and worm protection.

Suzi Pooch is a flea free zone. Your dog will be inspected for fleas when entering and may be refused entry if fleas are found or if any fleas are noticed on a dog.

'Capstar' will be given, flea bath and a spray will be used in area frequented by dog, all at the cost of parents, starting from \$20.

Flea collars are not acceptable.



We often go on adventure walks so tick protection is vital.

I understand and agree to these terms & conditions.

Please, for the safety of our other guests, if your dog shows any signs of ill health please leave your pet home.

Doggy Day Care is much like sending your child to school - every child catches a cold or flu at some point and it's no different with dogs.

We require all daycare dogs to be current on vaccines, but even so, there is a risk that your dog might catch something (viruses can still be 'caught' even if vaccinated-just like humans).

We ask that if you notice that your dog might be feeling a little under the weather, please refrain from bringing your dog to our facility until feeling better – even if you have a regular booking.

This includes: diarrhea, vomiting, eye/ear infection, coughing, sores, limping etc. If your dog presents these symptoms at daycare we may require a health clearance letter signed by a licensed veterinarian before they can return to the centre.

I understand and agree to these terms & conditions.

In addition, I acknowledge that my dog is healthy and has not been exposed to any **known** communicable diseases within the 30 days period immediately prior to admission to daycare/ vacation care.

I will further agree to inform Suzi Pooch of any changes in my dogs behavior and/or health condition prior to any future visits.

I hereby represent that all required vaccinations are up to date. I will also continue to ensure that the required vaccinations will be kept up to date for as long as my dog(s) attend Suzi Pooch.

I hereby represent that my dog(s) is in good health and has not been ill with any known contagious disease within the past 30 days.

All adult dogs (over 6mths) that attend day care or boarding must be spayed or neutered.

This may be waived on a case-by-case basis (*please inform Suzi Pooch if you are NOT planning to get your dog desexed).

If you have a female dog and choose not to de-sex and we accept your dog, you understand by signing below that you comprehend the risk of a crate free environment. You understand and know that while Suzi Pooch will watch over her carefully, an 'accident' may occur and that you will not hold Suzi Pooch responsible for any vet fees pertaining to the pregnancy/ birthing/ after care or sale of the puppies. **DO NOT BRING YOUR FEMALE DOG IF NEAR OR ON HER HEAT SEASON.**

Puppy owners must on enrolment advise Suzi Pooch as to what month they will be getting their puppy desexed.

I understand and agree to these terms & conditions.



Brachycephalic dogs (also known as snub nosed dogs eg pugs, bulldogs, boxer, chihuahua, shih tzu) - If a dog has not been in a daycare/ vacation care environment regularly then it can be stressful for them, especially for these types of dogs and if with health issues.

It may even uncover an unknown health issue.

The owner of the pet **MUST** advise Suzi Pooch of any medical, physical, emotional, allergies, sensitivities or pre-existing conditions.

These conditions may include but not limited to prior surgeries, hip &/or joint issues, warts, moles, ear infections or skin problems – anything!

At daycare/ vacation care we may need to groom your pet, grooming can sometimes be stressful especially to seniors (eg bathing or nail clipping).

Suzi Pooch will not be responsible for accident or injury to an elderly or health compromised pet during their stay also by signing below, the owner is stating that Suzi Pooch has permission to groom their dog and has discussed any and all (past & present) health problems.

I understand and agree to these terms & conditions.

By agreeing and proceeding with my booking, you or your representative(s) you agree not to hold Suzi Pooch liable or sue for any injuries and/or death to your dog(s) whilst in the care of Suzi Pooch.

Although, Suzi Pooch screens the dogs for temperament, watches the dogs carefully, and DO NOT take aggressive dogs, daycare can be hazardous.

Suzi Pooch is similar to home stay service, we are NOT a kennel and understand the risks involved in a crate free dog care.

Dogs can get rambunctious and we cannot be held responsible for injury and/or death that may occur in or out of the day care.

- My dog has not harmed or shown aggression or threatening behavior towards any person(s) or other dog(s)
- If, in my absence, my pet should become ill, injured or in need of veterinary care, Suzi Pooch has my full permission to consult with their or my veterinarian. If my pet should require immediate care, I hereby give Suzi Pooch to take my pet to our vet or to their veterinarian provider. I understand that I am responsible for all veterinary costs.
- I hereby declare that my pet has never shown aggression, bitten, injured or killed another dog or person. If my dog does, even without video evidence and on the say so of any of the Suzi Pooch staff, I agree to pay all bills associated with the incident.
- I hereby understand that I will need to **pay in full**, for any Suzi Pooch services **on booking** (daycare) or **before** pick up (grooming).

We Kindly ask for at least 24 hours' notice for any cancellations or changes to your booking.

- Cancellations made with less than 24 hours' notice may incur a fee of **upto 50% of the service cost**
- Failure to attend your appointment (no-show) may incur a fee of **upto 100% of the service cost**.



As owner/carer of the registered pet(s), I have read and understood the above.

I hereby give permission for Suzi Pooch staff to apply first aid & then emergency medical care as prescribed by a duly licensed veterinarian. This care may be given under whatever conditions are necessary to preserve life, limb of my pet.

By agreeing and proceeding with your booking, you acknowledge that you understand and accept all the terms and conditions set forth by this agreement.