



WAIVER AND RELEASE OF LIABILITY

Please read the Waiver and Release of Liability carefully before signing.

At Darling Dogs, we care about your dog's safety and well-being. Every reasonable effort will be made to make your dog's visit a safe and happy one.

Disclosure for Grooming, Day Care and Puppy School Services

Vaccinations/Insurance/Health of Dog: I warrant my dog is current with all vaccinations, has current insurance and is in good health (other than as listed below) to the best of my knowledge.

Aggressive Dogs/Disease: We reserve the right to refuse service, or to stop service in progress, if your dog poses a threat to themselves, other dogs or Darling Dogs Staff, either by aggressive or other behaviour issues or any health problem.

Owner Responsibility: I agree to be solely responsible and liable for any and all acts of behaviour by my dog. This may include but is not limited to injury or death to dog, injury or death to another dog(s), or injury or death to any individual providing services or other member of public using our salon.

I accept it is my responsibility to notify Darling Dogs of any Medical, Behavioural or Psychological conditions my dog suffers from in the table at the end of this form PRIOR to commencement of Darling Dogs services. Darling Dogs reserves the right to refuse to provide services if the conditions listed would pose a risk to the dog, our staff, other dogs, or customers.

If my dog is hurt or becomes ill, Darling Dogs reserves the right to administer first aid and procure veterinary services at the veterinary service of our choice should it become necessary. If my dog receives treatment, medication, or other attention I agree to pay all expenses directly to the veterinarian and will not hold Darling Dogs or any individual providing services responsible or liable for any resulting expense or loss.

Matted Coat: I understand that the presence of a matted coat greatly increases the likelihood that my dog may be injured during the grooming process and/or suffer from clipper burn or rash. There may also be skin issues/irritation below the matt that we are unable to see. Clipping a matted dog can increase the risk of cuts, abrasions, skin damage or rash amongst other conditions.

I agree that if the dog is presented to be groomed in a "matted", "oily", "contaminated" or otherwise unacceptable condition, for the health and safety of my dog, that Darling Dogs has the right to refuse service and recommend referral to a Vet for performance of the service.



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If at any time during the grooming process Darling Dogs believes that the risk to my dog is too great to continue, Darling Dogs reserves the right to terminate the procedure and recommend Veterinary intervention. Fees will still be charged for the full service, and I will be liable to pay them at the collection of my dog.

I give consent to authorise Darling Dogs to remove/shave out necessary matts through the grooming service if unable to be brushed out. I understand this may affect the style of cut my dog will receive.

Darling Dogs groomers exercise reasonable caution and an appropriate duty of care. This, however, does not preclude the possibility of accidents or injuries during the grooming process.

Dog Grooming can be physically and/or mentally stressful for some dogs, Darling Dogs will not be held responsible for stressful, mental, or physical effects such grooming may have upon a dog or any loss arising therefrom.

I authorise Darling Dogs to retain veterinary services of their choice for my dog should Darling Dogs consider it necessary for any reason. I agree that if the need for Veterinary Intervention arises, Darling Dogs will be recorded as the "client" of the Vet, alongside myself. This is so that Darling Dogs can access all relevant information about the incident and subsequent treatments. I agree that this does not expose Darling Dogs to any liability for Veterinary expenses.

Ageing and Special Needs Dogs: I am aware that as a dog ages or if the dog has special medical conditions, the process of grooming may become stressful, both physically and mentally. The stress of grooming may cause latent, unknown, active or inactive conditions such as arthritis, bone, joint or surgical sites to become active or inflamed, and unknown active or inactive heart, kidney, or liver disorders to become active and can result in illness, seizures, or the death of the dog. Although we take responsible care in the grooming of the dog, I acknowledge that the stress of grooming may initiate immediate or latent medical problems in my dog. I agree not to hold Darling Dogs or any individual performing services responsible for reactions to grooming and/or subsequent loss regardless of cause.

Additional Charges: We reserve the right to charge additional fees for services we consider over and above the normal covered by our standard rates. This could be difficultly in grooming due to behaviour, skin condition, coat condition, or matting. Where possible we will notify you prior to services being provided however I acknowledge this is not always possible.



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Cancellation & No-Show Policy: I understand and agree if I fail to show up for my scheduled appointment or cancel with less than 24 hours' notice I will be charged a cancellation fee up to the entire cost of the service.

Late Pick Up: When dropping off your dog you will be given a timeframe for completion of services. We request that all dogs are collected within thirty minutes of being informed the dog is ready (unless otherwise arranged). A day care or late pick up fee will be incurred in the event your dog is not collected within 30 minutes of being advised of completion of services.

Day Care: The day care environment allows dogs to play and interact directly with one another on premises. I acknowledge that due to this environment both on and off premises that injuries to dogs may occur. I acknowledge that Darling Dogs conducts its on-leash walking service outdoors in a non-fenced environment.

I agree to present my dog with a correctly fitting collar or harness.

Photography: I agree to give Darling Dogs the right and permission to use photos of my dog taken while in Darling Dogs's care for illustration, art, promotion, advertising, social media, or any other purpose.

Release of Liability: I agree and understand and hereby release Darling Dogs, owners, partners, contractors, volunteers, financially or otherwise, for injuries, loss or damage to my dog, myself, or any property of mine and /or any consequential loss while my dog is participating in services or on site at Darling Dogs regardless of the cause.

This document in no way affects your statutory rights as a consumer in your state or territory or under Commonwealth legislation (if applicable).

Note: This waiver applies to all members of the family that owns/cares for the dog(s).

