



## The Dog District Service Agreement

**1. Current Vaccinations/Veterinarian Information:** By signing this agreement, owners verify their dog(s) is current on rabies, distemper and Parvo-Virus vaccinations. Proof of vaccination or current Titer testing shall be provided to The Dog District upon request, as well as current veterinarian information. Special circumstances will be taken into consideration.

**2. Aggressive or dangerous dogs:** Owners must inform The Dog District if their dog(s) bites, has bitten, or is aggressive to people, other dogs or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your dog and protects both the dog, other dogs and the groomer. The Dog District reserves the right to refuse/stop service for such dogs at any time before or during the grooming process, and charge a handling fee, in addition to the regular grooming charge. Customers also understand that all bites will be reported to the local authorities as required by law.

**3. Health or Medical Problems & Senior Dogs:** Grooming procedures can sometimes be stressful, especially for a senior dog or a dog with health problems. These procedures can expose hidden or aggravate known medical problems, during or after the groom. Because senior dogs with health problems have a greater chance of injury these dogs will be groomed for cleanliness and comfort, and the style that will not add to their stress. In the interest of your dog, this agreement will give The Dog District permission to obtain immediate veterinary treatment for your dog should it be deemed necessary by The Dog District. We will do our best to contact you first, then take your dog to your authorized veterinarian or to the nearest available veterinarian. It is agreed that all expenses for veterinary care will be covered by the dog's owner upon signing this agreement.

**4. Mat Removal:** Dogs with matted coats need extra attention during their grooming sessions. Mats left in a dog's coat will only grow tighter and can strangle the dog's skin or eventually tear it open. The Dog District does not wish to cause serious or undue stress to your dog and will not continually de-mat your dog. **We believe in comfort over vanity.** Mats can be very difficult and uncomfortable to remove and may require the dog 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 dog's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After-effects of matt 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 their hair grows sufficiently to protect the skin. In some cases, dogs can also exhibit brief behavioral changes. There is an extra charge for dematting. Prevention is the best defense against matting; therefore, be sure to schedule regular grooming appointments. We will do our best to remove mats but not at the expense of your dog experiencing pain or discomfort. Therefore, a severely matted dog may not have a grooming outcome you would expect. Matting fees range from \$0-\$50 based on the condition of the coat.

**5. Accidents:** 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 could occur, including cuts, nicks, and scratches. In most cases, this can happen when a dog is wiggling or moving around. Every effort will be made to ensure your dog is groomed as safely as possible, but an excited dog can be dangerous to continue to work on. We reserve the right to end the grooming session, even if the groom is not completed.

**6. Parasites:** If you suspect your dog has fleas or ticks, prompt and thorough action on your dog is needed. A flea infestation can lead to tapeworm and other health problems. If fleas or ticks are found during the grooming process, you will be charged an additional fee to properly treat your dog. The Dog District will not use pesticide dips or sprays on your dog. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest that you have your dog test for Lyme disease. Parasites are a health hazard to your dog, as well as to humans.



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**7. Walking Services:** The walker reserves the right to walk other compatible dogs at the same times. The owner will provide suitable harnesses, collars and leads as approved by the walker as well as coats or muzzles if required. The walker accepts no liability related to any breach of security or loss of or damage to the owner's property if any other person has access to the property during the term of this contract. The walker shall not be liable for any mishap of whatsoever nature which may befall a dog or caused by a dog who has unsupervised access to the outdoors. The walker is released from all liability related to transporting dog(s) to and from any veterinary clinic or kennel, the medical treatment of the dog(s) and the expense thereof. The walker is released from all liability of injury to dog(s) caused by other dog(s) or animal(s) not under the control of the walker.

**8. Hold Harmless Agreement:** By signing this agreement you (or your Agent) agree to hold The Dog District, its owners, franchise owners, affiliates, operators, employees, officers, and directors harmless from any damage, liabilities, financial, and otherwise, loss or claims including but not limited to veterinarian bills arising from any condition of the listed dog(s), either known or unknown to The Dog District or any other property of the Customer, which arise in any way from services and/or products provided by or as a consequence of customers association with The Dog District. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will override any and all prior signed contracts or releases. It is further understood that this clause appeals to any and all dogs groomed by The Dog District.

**9. Photography Consent:** I hereby consent my pet(s) and/or me to be photographed and I AUTHORIZE The Dog District it's employees, agents, or authorized representatives to use, reproduce, publish, transmit, distribute, and display the said photograph(s) in The Dog District display, advertisement, website, or other material for promotional purposes. Images are the property of The Dog District. The use of images remains loyalty free indefinitely on a voluntary basis and is not considered work for hire.

**10. Late Pickup Fee & Handling Fee:** A late pickup charge for any grooming appointments where pickup occurs after the 30-minute window. Depending on duration, fee will mirror our play date and daycare rates (\$25 less than 3 hours, \$36 less than 8 hours and \$50 over 8 hours. Secondly a handling fee of \$20 will be added to any groom where multiple groomers are needed to complete the groom. This will ensure safty as well as compensate the additional staff for assisting our dogs who need extra loving hands.

**11. Payment Policy:** Credit cards/ Debit Cards will be on file for all clients, however payment is available on many platforms, (Cash, Credit/Debit, Check, Zelle, Venmo, Cashapp, PayPal, ApplePay). Payment for all services are due immediately upon completion of the service unless prepayment has been received. Failure to do so will result in a \$50 late fee that will accumulate on a weekly basis. Payment arrangement may be available on a case by case basis only when discussed at the time of booking.

**12. Abandonment:** Ohio Law protects animals against abandonment. Any animal that is abandoned at The Dog District will be reported to Animal Protective Services and turned over to local animal control, humane society, or shelter in accordance with Ohio Law (Ohio Rev. Code § 959.01). Such abandonment will constitute relinquishment of all rights and claim by owner.

**13. Damages:** In the event that the pet causes damage to the facility, equipment, or other property, the Client agrees to be responsible for any repair or replacement costs. The Client also agrees to settle payment for such damages within a 1 month time period.

**14. No Shows & Cancellations:** No Shows and last-minute cancellations are subject to a \$20.00 FEE PER DOG, which will be due at the time of cancellation. Should cancellations persist, prepayment will be required before another appointment is booked. We understand there may be emergency situations and we will work with you, but not on a continued basis. Please be respectful of our time as we are a by- appointment business, and another client could have taken your appointment if we had known. NOTE: Clients who are 15 minutes late risk losing their appointment without notice.



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**15. Returned Check Policy:** Checks that are returned are subject to a \$30.00 service fee. Future appointments must be paid in cash or credit card prior to the start of your dog's next appointment.

**14. Safety During Pick-up & Drop off:** Please make sure to text when you are 10 minutes away for drop off and pick-up. If you see another customer is dropping their dog off you must wait in your car until they have left the porch before you come to the door, this allows me the time to get the other pup away from the door while your pup comes in for a safe and peaceful drop off experience. In addition, no one is permitted to open the door and let themselves in. Please wait for me or any other staff to let you in. Although this is a business, it is still our home and with kids and dogs being here, it is safest that we control when the door is opened.

**15. Proper Equipment:** All pups must be wearing a collar or properly fitted body harness while in our care. If you request it be taken off during their time with us we can absolutely accommodate, however it is very important during group play that we have these measures in place for safety reasons.

I have read and agreed to the policies of The Dog District. I agree that I am the legal owner of the dog(s) listed below. I authorize my veterinarian to release any necessary information regarding my dog's health to The Dog District. I also authorize The Dog District to communicate with me via email, call and text regarding current and future grooming services and products. This agreement is applicable to any future dogs acquired by dog owners.

Owner's Name: \_\_\_\_\_

Owner's Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_

1) Pet's Name: \_\_\_\_\_

2) Pet's Name: \_\_\_\_\_

3) Pet's Name: \_\_\_\_\_

4) Pet's Name: \_\_\_\_\_



# The Dog District Service Agreement

## INFORMATIONAL SHEET

### Parent Name

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Secondary Phone \_\_\_\_\_  
Email Address: \_\_\_\_\_

### Home Address

Street Address: \_\_\_\_\_ City: \_\_\_\_\_  
State/Province: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Pet's Information

• Pet's Name: \_\_\_\_\_  
Age: \_\_\_\_\_ Birthdate: \_\_\_\_\_  
Breed: \_\_\_\_\_ Weight: \_\_\_\_\_  
Allergies: \_\_\_\_\_  
Veterinarian: \_\_\_\_\_  
Veterinarian Phone Number (optional): \_\_\_\_\_

Updated Rabies Shot:	Yes	No	Date: _____
Updated DHPP Shot:	Yes	No	Date: _____
**(distemper, hepatitis, parainfluenza, parvovirus)			
Updated Bordetella Shot:	Yes	No	Date: _____
House Trained:	Yes	No	
Chews/ Destructive when unattended:	Yes	No	
Plays well with others away:	Yes	No	
Food Aggressive:	Yes	No	
Toy Aggressive:	Yes	No	
Any known Situational Aggression:	Yes	No	
Known to try to escape fenced in yard or house:	Yes	No	
Crated When Home Alone:	Yes	No	
Sleeps in Crate Overnight :	Yes	No	
Self-Harming When Crated:	Yes	No	
Sleeps in Bed:	Yes	No	
Allowed on Furniture:	Yes	No	
If Food Runs Out, it is Okay to feed Misc. Kibble:	Yes	No	
Have Groomer/ Sitter Bathe As Needed:	Yes	No	

\*\*(Soiled themselves, excessively muddy/ dirty - price varies by weight)

**Additional pets can be listed on the following pag**



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- Pet's Name: \_\_\_\_\_
- Age: \_\_\_\_\_ Birthdate: \_\_\_\_\_
- Breed: \_\_\_\_\_ Weight: \_\_\_\_\_
- Allergies: \_\_\_\_\_
- Veterinarian: \_\_\_\_\_
- Veterinarian Phone Number (optional): \_\_\_\_\_

Updated Rabies Shot:	Yes	No	Date: _____
Updated DHPP Shot:	Yes	No	Date: _____
**(distemper, hepatitis, parainfluenza, parvovirus)			
Updated Bordetella Shot:	Yes	No	Date: _____
House Trained:	Yes	No	
Chews/ Destructive when unattended:	Yes	No	
Plays well with others aways:	Yes	No	
Food Aggressive:	Yes	No	
Toy Aggressive:	Yes	No	
Any known Situational Aggression:	Yes	No	
Known to try to escape fenced in yard or house:	Yes	No	
Crated When Home Alone:	Yes	No	
Sleeps in Crate Overnight :	Yes	No	
Self-Harming When Crated:	Yes	No	
Sleeps in Bed:	Yes	No	
Allowed on Furniture:	Yes	No	
If Food Runs Out, it is Okay to feed Misc. Kibble:	Yes	No	
Have Groomer/ Sitter Bathe As Needed:	Yes	No	
**(Soiled themselves, excessively muddy/ dirty - price varies by weight)			

- Pet's Name: \_\_\_\_\_
- Age: \_\_\_\_\_ Birthdate: \_\_\_\_\_
- Breed: \_\_\_\_\_ Weight: \_\_\_\_\_
- Allergies: \_\_\_\_\_
- Veterinarian: \_\_\_\_\_
- Veterinarian Phone Number (optional): \_\_\_\_\_

Updated Rabies Shot:	Yes	No	Date: _____
Updated DHPP Shot:	Yes	No	Date: _____
**(distemper, hepatitis, parainfluenza, parvovirus)			
Updated Bordetella Shot:	Yes	No	Date: _____
House Trained:	Yes	No	
Chews/ Destructive when unattended:	Yes	No	
Plays well with others aways:	Yes	No	
Food Aggressive:	Yes	No	



## The Dog District Service Agreement

**Pet #3 continued..**

Toy Aggressive:	Yes	No
Any known Situational Aggression:	Yes	No
Known to try to escape fenced in yard or house:	Yes	No
Crated When Home Alone:	Yes	No
Sleeps in Crate Overnight :	Yes	No
Self-Harming When Crated:	Yes	No
Sleeps in Bed:	Yes	No
Allowed on Furniture:	Yes	No
If Food Runs Out, it is Okay to feed Misc. Kibble:	Yes	No
Have Groomer/ Sitter Bathe As Needed:	Yes	No

\*\* (Soiled themselves, excessively muddy/ dirty - price varies by weight)

• Pet's Name: \_\_\_\_\_  
 Age: \_\_\_\_\_ Birthdate: \_\_\_\_\_  
 Breed: \_\_\_\_\_ Weight: \_\_\_\_\_  
 Allergies: \_\_\_\_\_  
 Veterinarian: \_\_\_\_\_  
 Veterinarian Phone Number (optional): \_\_\_\_\_

Updated Rabies Shot:	Yes	No	Date: _____
Updated DHPP Shot:	Yes.	No	Date: _____
**(distemper, hepatitis, parainfluenza, parvovirus)			
Updated Bordetella Shot:	Yes	No	Date: _____
House Trained:	Yes	No	
Chews/ Destructive when unattended:	Yes	No	
Plays well with others aways:	Yes	No	
Food Aggressive:	Yes	No	
Toy Aggressive:	Yes	No	
Any known Situational Aggression:	Yes	No	
Known to try to escape fenced in yard or house:	Yes	No	
Crated When Home Alone:	Yes	No	
Sleeps in Crate Overnight :	Yes	No	
Self-Harming When Crated:	Yes	No	
Sleeps in Bed:	Yes	No	
Allowed on Furniture:	Yes	No	
If Food Runs Out, it is Okay to feed Misc. Kibble:	Yes	No	
Have Groomer/ Sitter Bathe As Needed:	Yes	No	

\*\* (Soiled themselves, excessively muddy/ dirty - price varies by weight)



## The Dog District Service Agreement

In this section, please explain any of your answers above and how home life is for your pets. Be as detailed as you feel you need to be, we aim to simulate the same environment here at The Dog District as your pets are used to at their own homes. We also hold all of our pet’s safety to a very high regard, be open and honest about your pet’s triggers, what they are okay with and what they are not okay with, this will not result in us turning you away, it will only ensure the safest and most comfortable environment for all of our Dog District Family.

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### Card on File

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Card Expiration Date: \_\_\_\_\_ CVV: \_\_\_\_\_

Card Billing Zip Code: \_\_\_\_\_ Card Type: \_\_\_\_\_

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### \*\*For Office Use Only

• Date Received: \_\_\_\_\_ Client ID Number: \_\_\_\_\_

• Service(s) Requested: \_\_\_\_\_

• Payment Method: \_\_\_\_\_ Staff Member Processing: \_\_\_\_\_

• Office Notes:

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