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## Grooming Agreement

Sidekick Kennels/Woof Woof Daycare & Boarding, LLC (hereinafter SKK LLC/WWD&B), follows a specific set of policies and procedures we deem necessary for the safety and care of all pets, staff and owners (hereinafter owner), or their agents, who come to our facility. The Owner agrees to follow our policies and procedures, which are subject to change. SKK LLC/WWD&B will post notification of changes at our front desk and via email. Owner also agrees to follow any changes implemented to our policies and procedures. Failure to abide by our policies and procedures may result in suspension or expulsion from the services offered by SKK LLC/WWD&B.

**Vaccinations** SKK LLC/WWD&B requires that pets remain current with **ALL** vaccinations listed and requires veterinary records proving each is current. Owner agrees to provide SKK LLC/WWD&B with their pet's current veterinarian records, and to provide renewals showing that **all required vaccinations are current**.

Failure to provide such records will result in an immediate suspension from all SKK LLC/WWD&B services.

### REQUIRED VACCINATIONS for Dogs

- |                                    |                                                                            |
|------------------------------------|----------------------------------------------------------------------------|
| * <b>Bordetella</b> (kennel cough) | every 12 months ( <i>must wait 14 days from vaccination for services</i> ) |
| * <b>Negative Fecal Test</b>       | every 12 months                                                            |
| * <b>Rabies</b>                    | vaccination is current                                                     |
| * <b>Distemper-Parvovirus</b>      | vaccination is current                                                     |
| * <b>Canine Influenza</b>          | <i>recommended, but not required</i>                                       |

**Aggressive/Dangerous Pets** Owners **MUST** inform SKK LLC/WWD&B if your pet bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet and protects both the pet and the groomer. SKK LLC/WWD&B reserves the right to refuse/stop services for such pet at any time before or during the grooming process and charge a handling fee for aggressive pets, in addition to the regular grooming charge. If the pet should bite, the owner agrees to be responsible for all related medical bills, recovery costs, loss of income, and equipment damage.

**Health, Medical Issues and Senior Pets** Grooming procedures can sometimes be stressful, especially for a senior or ill pet. Grooming can also expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, they will be groomed for cleanliness and comfort. Owners **MUST** inform SKK LLC/WWD&B (on the *Grooming Intake Form*) if your pet has any history of medical issues including but not limited to congestive heart failure, epilepsy, leukemia, diabetes, hip dysplasia, etc. Failure to do so may be cause for termination of any further services and puts your pet at unnecessary risk.

**Veterinarian Care in Case of Emergency** Owner acknowledges that SKK LLC/WWD&B will exercise due diligence and care of all pets and is not responsible for any injury or illness that occurs while their pet is in our care on or off our property (including the parking areas). SKK LLC/WWD&B is not responsible for any injury or illness that occurs to an owner or their pet and will not be held liable for any associated bills, medical or otherwise.

Should a pet become injured or ill during our care, we reserve the right to bring your pet to a veterinarian at our discretion. We will do our best to notify you first. All pets needing immediate veterinary care will be brought to the Veterinary Emergency Center of Manchester, Rockingham Emergency Veterinary Hospital or other appropriate facility.

Owner authorizes the veterinarians to use their best judgement to provide any necessary treatment and care for their pet. Owner agrees to not hold SKK LLC/WWD&B liable for failure to seek veterinary attention. Owner understands that they are fully responsible for all medical bills for their pet and agrees that SKK LLC/WWD&B is not responsible for the payment of any medical services their pet receives if it is brought to any veterinarian facility while in SKK LLC/WWD&B's care. It is agreed that all expenses for veterinary care will be covered by the pet's owner upon signing this contract/agreement.

**Matting Removal** Pets with matted coats need extra attention during their grooming session and there is an extra charge for any necessary de-matting. Matting 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. Heavy matting can also trap moisture and urine near the pet's skin, allowing mold, fungus or bacteria to grow and causing skin irritations that existed prior to the grooming process. Aftereffects of mat removal can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes.

**Accidents** There is always the possibility that an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible injuries could occur including cuts, nicks, scratches, quicking of nails, etc. Every effort will be made to ensure your pet is groomed as safely as possible.

**Parasites** If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites, and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. Note that parasites are a health hazard to your pet as well as to humans.

**Leashes, Harnesses & Collars** Leashes, harnesses and collars must be clearly labeled with the pet's first and last name. Leashes are limited up to six feet (6') in length. **No retractable leashes allowed.** Owner agrees to always keep their pet on leash, in a carrier, and under their control. **Flea collars are to be removed upon arrival and taken out of the facility by the owner.**

**Payment** Owner agrees to be responsible for the payment of any and all services provided to their pet at SKK LLC/WWD&B. Owner agrees to pay in full at time of check-out any balance resulting from additional services that were rendered for their pet and that their pet shall not leave our facility until all fees due are paid. Prices are subject to change without notice.

### **Tardiness & Cancellation**

**Tardiness Policy** It is expected that all grooming clients arrive to their appointments on time. Those who do not arrive within 15 minutes of the start time for their appointment must reschedule. If this occurs more than one time, owner will be subject to pay for their complete groom.

**Cancellation Policy** If you need to cancel or reschedule a grooming, you must do so with at least 24 hours notice from the appointment start time. Cancellations in less than 24 hours and/or no shows will result in a 50% charge for cost of services scheduled. As with all things, there are occurrences of extenuating circumstances that are out of an owner's control, and the groomers may make exceptions at their personal discretion.

**ALTERNATE CHECK IN/OUT** Owner agrees to complete and sign the Alternate Check In/Out Form provided by SKK LLC/WWD&B to designate appropriate pick up person the event owner is unable to drop off/pick up pet at end of services. I understand and accept responsibility for any actions or decisions made by my Alternate during the process of checking in or out my pet.

## **Acceptance of Grooming Policies & Agreement**

**This Agreement is between SKK LLC/WWD&B and the Owner whose signature appears below. The Owner certifies that all information given to SKK LLC/WWD&B is accurate and that the Owner represents that he/she is the primary owner of the pet listed in this agreement and warrants that they have full authority to enter into this agreement. Owner warrants that he/she has the authority to represent all other owners and/or agents of this pet in signing this contract.**

**By signing this contract, you (or your Agent) agree to hold SKK LLC/WWD&B, its owners, operators, employees, and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to SKK LLC/WWD&B. 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. I have read the above Agreement entirely and have had the opportunity to discuss its terms with to my satisfaction and agree to its terms in its entirety.**

**This Agreement shall be binding on heirs, administrators, personal representatives or assignees or agents of the Owner and SKK LLC/WWD&B. Each time the Owner brings their pet to SKK LLC/WWD&B, Owner affirms the terms of this agreement, and the truthfulness and accuracy of all statements Owner makes in this agreement. Any controversy or claim arising out of this Agreement, or the breach thereof, or because of any claim involving negligence by a party to this Agreement, shall be settled through mediation and/or arbitration within the State of New Hampshire.**

**On behalf of myself, my heirs, agents and all other owners of my pet, I have read, understand and agree to follow the SKK LLC/WWD&B Policies & Procedures Client Agreement the terms of this contract. By executing this Agreement, Owner agrees to abide by the terms stated herein.**

*Revised: April 18, 2026*