

PAWSITIVE NATURAL PET RESORT

FELINE NATURAL GROOMING SPA AGREEMENT

This Feline Grooming Agreement ("Agreement") is entered into by and between the pet owner, hereinafter referred to as the "Owner," and the cat grooming service Facility named Pawsitive Natural Pet Resort Inc., hereinafter referred to as the "Facility."

The Facility agrees to collect for its records all information necessary to secure health, safety and liability for any and all pet(s) being boarded at the facility, which may include but is not limited to:

Owner Information:

- Full Name: [Owner's Full Name]
- Address: [Owner's Address]
- Phone Number: [Owner's Phone Number]
- Email Address: [Owner's Email Address]
- Emergency Contact

Cat Information:

- Cat's Name: [cat's Name]
- Breed: [Cat's Breed]
- Age: [Cat's Age]
- Veterinarians Full Contact Information
- Copy of most recent health/ vaccination record
- Medical Conditions or Allergies.

Grooming Services:

The facility agrees to discuss and record which services the Owner has requested for the grooming appointment for their cat.

Waiver and Release:

The Owner acknowledges and agrees to the following:

1. Assumption of Risk:

The Owner understands and agrees that cat grooming may carry inherent risks, including but not limited to accidents, injuries, or health issues. The Owner assumes all risks associated with the grooming of their cat.

2. Health and Vaccinations:

The Owner certifies that their cat is up-to-date on vaccinations and is in good health. The Facility is not responsible for any health issues that may arise during or after grooming.

3. Behavioral Issues:

The Owner is responsible for disclosing any known behavioral issues or aggressive tendencies their cat may have. The Facility has the right to refuse service if they believe the cat poses a safety risk to itself or any staff

4. Emergency Medical Care:

In the event of an emergency, the Owner authorizes the Facility to seek immediate medical attention for their cat. Any associated costs will be the responsibility of the Owner.

5. Photography:

The Owner grants the Facility permission to take photographs or videos of the cat for record-keeping or promotional purposes.

6. Release and Indemnification:

The Owner releases the Facility and its employees from any liability for injuries or damages related to the grooming services. The Owner agrees to indemnify and hold the Facility harmless from any claims, costs, or damages.

7. Payment and Cancellation:

1) Payment Terms:

1.1. The client agrees to pay the total grooming fee as outlined in the grooming service agreement prior to or upon completion of the grooming service.

1.2. Payment methods accepted include cash, credit/debit cards, or electronic bank transfer. Any additional charges incurred during the grooming process will be communicated to the client and added to the final invoice.

1.3. All prices are subject to change without prior notice, updates will be communicated to clients via website and social media notifications.

(2) Cancellation Policy:

2.1. The client must provide at least 24 hours notice of cancellation to the groomer. Failure to do so may result in a cancellation fee.

2.2. If the client needs to cancel or reschedule their grooming appointment, they must notify the Facility as soon as possible.

2.3. In the event of a cancellation without sufficient notice, the client may be subject to a cancellation fee equivalent to 50% of the total grooming fee or a flat fee of \$30, whichever is greater. Any incurred cancellation fees must be paid in full before any further appointments or services can be requested at The Facility.

2.4. Pawsitive Natural Pet Resort Inc reserves the right to cancel or reschedule appointments due to unforeseen circumstances such as inclement weather, staff illness, or other emergencies. In such cases, every effort will be made to notify the client as soon as possible, and alternative arrangements will be offered.

(3) Late Arrival Policy:

3.1. The client is expected to arrive on time for their scheduled grooming appointment. Any delay in arrival may result in a shortened grooming session or rescheduling of the appointment at the discretion of the Facility.

3.2. If the client arrives more than 15 minutes late for their appointment without prior notification, the Facility reserves the right to cancel the appointment and apply the cancellation policy as outlined in section 2.

(4) Refunds:

4.1. Refunds will be issued at the discretion of the Facility and may be subject to the terms and conditions outlined in this agreement.

4.2. Refunds will only be provided in cases where the grooming service was not performed to the agreed-upon standard or if there are extenuating circumstances deemed acceptable by the Facility.

8. Acknowledgment:

The Owner acknowledges that they have read and understood the terms and conditions and by accepting and completing any grooming services the Owner hereby agrees to be bound by the terms and conditions of this Agreement.