**PET CENTRAL**

 **Grooming Policies**

By allowing Pet Central to provide grooming services, Customer agrees to all terms and conditions listed in the Pet Central Grooming Policies listed below.

**Drop Off:** Please be on time for your appointment as our schedule is disrupted when a client is late. We reserve the right to re-book appointments if someone is more than 15 minutes late. We appreciate a courtesy call if you are unable to keep your appointment.

**Please ensure your pet has had time to relieve itself prior to dropping off**.

**Pick Up** Please pick up your pet promptly at the time given. Pets not picked up within 30 minutes of that time will be subject to a $15.00 daycare fee. Please call us if a problem occurs and we will work with you.

Please do not show up early for pick-up. Once your pet is aware of your presence it may not be possible to safely finish grooming.

**Fleas:** Due to the nature of our business, there is always a chance your pet may come into contact with fleas. We do not accept pets with fleas. However, it is possible that they could be missed at check-in. Please ensure your pet is protected with appropriate flea control medication. Pet Central will not accept liability for your pet contracting fleas during their stay. If your pet happens to bring fleas into the shop, there will be a $20.00 flea clean up fee added to grooming.

**Emergencies:** Because we care about your pet’s safety and well-being, we want to assure you that every effort will be made to make your pet’s visit as pleasant as possible. Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. In the best interest of your pet, you give permission to Pet Central to obtain immediate veterinary treatment should it become necessary.

**Health:** I understand that grooming can be stressful to some pets and I will inform the groomer if my pet has any known heart condition or any stress related issues prior to grooming on the Health Form. I understand it is my responsibility to ensure vaccinations are up to date prior to grooming. I understand grooming poses a variety of risks ranging from mild to severe skin irritation to nicks and cuts; stress and behavioral issues; as well as the aggravation of existing medical conditions.

**Aggression:**  I understand it is my responsibility to notify the groomer before grooming if my pet has any history of biting or aggression. Pet Central reserves the right to refuse service to customers whose pet may pose a threat to the groomer or to the other pets left in our care, whether it be due to aggression issues, health problem, or parasites.

**Indemnification and Hold Harmless:** By ACCEPTING THIS SERVICE, Customer agrees to indemnify and hold harmless GR8Pets Inc.  (doing business as Pet Central) from any loss or damage claims from myself or third parties which may arise as the result of your pet’s stay at Pet Central whether such damage caused by willful, negligent or reckless actions of yourself, third parties or Pet Central and its employees.