



Muddy Marley's Dog Wash New Client Enrollment and Liability Waiver
5251 John Tyler Highway Unit #9
757-808-7161

Owner Name (First MI Last): _____

Pet Name: _____

Mailing Address: _____

E-Mail Address: _____

Primary Phone: _____ Work Phone: _____

Emergency Contact Name and Phone Number: _____

Vet Name and Phone Number: _____

Would you like to be added to the e-mail list for updates, promotions and events? Y/N

Individual(s) authorized to pickup (name and phone):

How did you hear about us?

Did someone refer you to us? If so, who?

Help us get to know your Pet

Making your pet comfortable while at Muddy Marley's Dog Wash is our #1 priority. Please indicate below your pet's behavior and specific needs. We always pay attention and alert you if something is noticed that is not indicated:

Dog Name: _____

Breed: _____ Date of Birth: _____

Weight: _____ Neutered/Spayed: _____ Gender: _____

Current on vaccinations? _____ (Proof of rabies vaccination will be required)

Behavioral Issues and Advisories (check all that may apply)

____ People Aggressive Comments: _____

____ Dog Aggressive Comments: _____

____ Skiddish/Anxious Comments: _____

____ Extra Shy Comments: _____

____ Not Comfortable with Nail Trimming Comments: _____

____ Bite Risk Comments: _____

____ Not comfortable in a holding suite Comments: _____

Other issues or advisories: _____

Medical and Health Advisories:

____ Chronic Ear Infections (which ear or both?) _____

____ Skin Allergies (what kind?) _____

____ Lumps/Fatty Masses (where are they located?) _____

____ Hypoallergenic Products Only

____ Prescribed Medical Shampoo

____ Other: _____

Please let us know how we can make things more comfortable for your pet



Dog Wash Client Agreement and Waiver of Liability

Muddy Marley's Dog Wash aims to make your experience a pleasant one. We will do all we can to make your pet feel safe and comfortable and will advise you of any abnormalities seen while bathing your pet. If you are not satisfied with your pet's bathing outcome we will do all we can to rectify the problem such as; re-bathing, re-brushing, re-drying, or give you a limited credit toward your next appointment. However, we will not issue a refund.

- _____ (initial) 1. Health and Behavior of Pet: I agree and understand that Muddy Marley's Dog Wash has relied upon my representation that my pet is in good health, has not injured or shown threatening behavior to any persons or animals, is current on all required vaccinations and is free of parasites.
- _____ (initial) 2. Aggressive Pets/Parasites: Muddy Marley's Dog Wash reserves the right to refuse service, or to stop a wash in progress, if your pet may pose a threat to themselves, other pets or staff, whether it be an aggression problem, health problem, or parasite problem.
- _____ (initial) 3. Owner responsibility: The owner agrees to be solely responsible and liable for any and all acts of behavior of their pet. This may include, but not limited to, injury or death to pet, injury or death to another pet(s), or injury or death to a staff member or any other member of the public. Medical treatment expenses required by a staff member, a member of the public or for any other pet will be the sole responsibility of the pet owner.
- _____ (initial) 4. Pet Holding Suites: I agree and understand that my dog may be placed in a pet holding suite before or after bathing. Any damage or destruction to the holding suite by my pet is the owner's sole responsibility.
- _____ (initial) 5. General Risks: Extra care will be taken when performing any bathing or grooming procedures. However, owner must understand possible reactions such as stress, skin irritation, cuts or a toe nail being quicked may occur. Additionally, problems may arise after bathing such as skin irritation, mental or physical stress. Bathing can also expose a hidden medical problem or aggravate a current one. Owner agrees not to hold Muddy Marley's Dog Wash responsible for reactions during or after bathing.
- _____ (initial) 6. Aging and Special Needs Pets: Owner is aware that as a pet ages or of the pet has special medical conditions, the process of bathing may become stressful, both physically and mentally. The stress of bathing may cause latent, unknown, active or inactive conditions such as arthritis, bone or 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 pet. Although Muddy Marley's Dog Wash will take reasonable care in the bathing of

the pet, owner acknowledges that the stress of bathing may initiate immediate or latent medical problems in your pet. Owner agrees not to hold Muddy Marley's Dog Wash responsible for reactions to bathing.

- _____
(initials)
7. Emergencies. Should my pet need emergency veterinarian care during or after the appointment, I authorize Muddy Marley's Dog Wash to act as my agent in order to transport my pet to the closest Emergency Veterinary Medical Facility. Owner assumes all financial responsibility for their pet at the Emergency Veterinary Medical Facility.
- _____
(initials)
8. Vaccinations: All pets must be current on their vaccinations and owners must provide a certificate of proof of rabies vaccination.
- _____
(initials)
9. Pricing and Payment: Prices are non-negotiable and must be paid in full at time of pickup. We accept cash and credit card payments. NO CHECKS. Additional charges may apply due to the dog's temperament and behavior during the bathing session.
- _____
(initial)
10. Pick-up: Owner must pick-up dog within 30 minutes of phone call/voicemail/text message to notify owner that the dog will be ready for pick-up. There will be a \$20 fee every 30 minutes block after the 30 minute window, unless discussed prior to the dog's drop off.
- _____
(initial)
11. Fleas: If you know that your pet has fleas, please notify us prior to your appointment. If we discover fleas during bathing, we will bathe the dog in a medicated flea shampoo and comb out the fleas with a flea comb. We will notify you, if possible. In order to treat the fleas and decontaminate the bathing tub, the additional charge is \$30. The flea bath will kill any current fleas on your pet, but will not prevent future fleas or flea eggs from hatching once your pet leaves the salon.
- _____
(initial)
12. Photo and Video Release: I agree to allow Muddy Marley's Dog Wash to use my pet's name and any images or videos taken of their pet while present at Muddy Marley's Dog Wash, in any form or format, for use at any time, in any media (including social media), marketing, advertising, illustration, trade or promotional materials.
- _____
(initial)
13. Waste Cleanup Fee: I acknowledge and agree to Muddy Marley's policy that any any waste produced by my pet is subject to a waste cleanup fee of \$20. This fee will be applied to any and every instance of pet waste.
- _____
(initial)
14. Cancellation and No Show Policy: I understand and agree that if I fail to show up to my scheduled appointment, cancel with less than 24 hours notice, or cannot provide valid rabies information, I will be charged a non-refundable fee of 100% of the services scheduled.

_____ 15. Excessive Mess Fee: I understand that the cost of my self-serve bath includes the
(initial) reasonable cleanup of my tub and surrounding area. Large amounts of water
on the floor, fur blown around the shop, contaminating surrounding tubs,
unreasonable amounts of vacuuming or sweeping, or other excessive cleanup will
require an excessive mess fee starting at \$25.

_____ 16. Grooming and Bathing Prices: I understand that the price of my grooming or
(initial) bathing appointments STARTS at the cost listed on my dog's weight class. My
dog's coat condition, temperament, behavior, or special needs may require
additional fees.

Printed Name

Signature

Date