• Four Paws Down Atlanta LLC agrees to provide pet sitting, dog walking and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases Four Paws Down Atlanta LLC from any and all claims against the company, its owners, employees and representatives, except those arising from negligence or willful misconduct on the part of Four Paws Down Atlanta LLC.

• Client agrees to notify Four Paws Down Atlanta LLC of any concerns within 24 hours of completion of services.

• Client agrees to pay all charges accrued for services rendered. Client understands that payment is due at or prior to the time of the commencement of services unless explicably agreed upon supplementary payment terms.

• Client will incur a late fee of $1 per minute and after 10 minutes of being tardy client will be asked to reschedule with a $25 fee

•Cancellation with 24 hours of your appointment will result in a 50% charge of the service

• Not showing up to your appointment will result in 100% of your service being charged.

•At the time of booking the card listed on file will be $3 if the card is declined your appointment will be declined

• Four Paws Down Atlanta LLC shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client’s pet(s). Four Paws Down Atlanta LLC is not responsible for sickness, injury, escape, loss accidents or death of Client’s pet(s) unless caused through negligence or willful misconduct on the part of Four Paws Down Atlanta LLC.

• Client represents and warrants that pet(s) are currently vaccinated in accordance with all local, state and federal laws and regulations. Vaccinations required are Bordatella, DHPP/DHLP & Rabies

• Four Paws Down Atlanta LLC will follow the directions of the Veterinary Release Form in the case a pet should become injured or sick.

• Four Paws Down Atlanta LLC reserves the right to charge a cancellation fee of 50% of the service booked for the scheduled visits for services cancelled with less than 24 hours’ notice prior to the scheduled service.

• Four Paws Down Atlanta LLC reserves the right to terminate this contract at any time if the Pet Sitter/Groomer, in his/her sole discretion, determines that the Client’s pet(s) poses a danger to the health or safety of itself, other pets, other people or the Pet Sitter. If concerns prohibit the Pet Sitter/Groomer from caring for the pet, Four Paws Down Atlanta LLC will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes Four Paws Down Atlanta LLC to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.

• Four Paws Down Atlanta LLC reserves the right to refuse service to any client, at any time, for any reason.

• This document gives Four Paws Down Atlanta LLC and its representatives authorization to enter the Client’s listed address as needed to perform agreed upon services.

• Client authorizes the use of pet(s) pictures on website, social media and/or marketing materials for promotional purposes.

• Client authorizes this contract to be valid approval for services so as to permit Four Paws Down Atlanta LLC to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations.

• The Term of this document apply to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed.

• Aggressive or Dangerous Pets: Owners MUST inform Four Paws Down Atlanta 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. We reserve the right to refuse/stop services for such pets at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge.

• Health or Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress.

• Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pets coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Four Paws Down Atlanta does not wish to cause serious or undue stress to your pet, and will not continually demat your pet for you. Mats can be very difficult to remove, and may require the pet to be shaved. 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 pet'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 mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved pets are also prone to sunburn. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There will be an extra charge for mat removal.

• 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, scratches, kwiking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. If you arrive to pick up your pet and he/she is still being groomed, please do NOT talk to or allow your pet to see you. Sit quietly, or step outside for a few moments. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.

• Flea infestations can lead to tapeworm and other health problems. If fleas or ticks are found during the grooming process, your pet will be treated with a natural product to kill the parasites and additional charges will apply. Please note we will not use pesticide dips or sprays on your pet. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease.

• Anal sacs will be expressed only at client request at an additional charge of $10. Please note that we are not a veterinarian and will only do exterior anal gland expression. You may still need to take your pet to a vet if problems are still occurring for internal expression.

• Teeth brushing however this is not a deep teeth cleaning and is only used as prevention for tooth decay with additional brushing at home.

• Pick-Ups: Dogs will be given an ESTIMATED time of completion upon drop off. Please understand that this is an estimation and for reasons beyond our control circumstances may arise where grooming may be done early or may take longer than initially estimated. You will be called to pick up your dog immediately after grooming. Dogs must be picked up within an thirty minutes after grooming. If your dog is not picked up within that hour you will be charged a $1 per minute sitting fee. Dogs not picked up by closing will be charged an additional $30 kennel charge.

I have read the above terms and conditions. I know, understand and agree to all terms stated above. By Signing below, I am accepting this document as a contractual agreement.