

OWNER AGREEMENT

SPA & GROOMING



This is an agreement between Paws in Paradise Luxury Resort & Spa and the pet owner, whose name and signature appear below. The following are the terms and conditions for Spa & Grooming services offered at Paws in Paradise Luxury Resort & Spa. This agreement applies to the current appointment as well as all future visits. Thank you for your understanding and cooperation.

RELEASE: Paws in Paradise Luxury Resort & Spa is hereby released from all claims and causes of action resulting from any injury, illness, death, or loss of owner's pet and/or any injury, illness, or death which may occur to the owner while on the property.

The owner acknowledges that Paws in Paradise Luxury Resort & Spa may not be held liable if pet guests experience adverse reactions to house grooming products and/or flea & tick treatments as well as irritation, nicks, abrasions, or other injury caused by our Professional Groomers.

The owner acknowledges that vaccinations do not protect against all communicable diseases and agrees to assume all risk of illness, disease, or harm by leaving the pet guest in the care of Paws in Paradise Luxury Resort & Spa.

HEALTH: The owner agrees to clearly and accurately disclose all known medical conditions to Paws in Paradise Luxury Resort & Spa. The owner represents that the pet is healthy, meets the published vaccination standards, and has not been exposed to any known communicable disease within thirty (30) days immediately prior to check in.

If fleas and/or ticks are visible, the owner will be notified immediately, and the pet will be treated using a natural citrus treatment and/or Capstar.

TEMPERAMENT: The owner agrees to clearly and accurately disclose all known behavior concerns to Paws in Paradise Luxury Resort & Spa. Aggressive behavior toward staff members and/or other pet guests may result in an additional handling fee. A guest displaying behavior that is too aggressive to be safely handled by staff will not be permitted to return. The owner agrees that owner shall be solely responsible for all acts and behavior of the owner's pet while in the care of Paws in Paradise Luxury Resort & Spa, including payment of costs for injury to staff or damages to facilities caused by their pet.

MEDICAL EMERGENCY: In case of an emergency, Paws in Paradise Luxury Resort & Spa will attempt to contact the owner and the emergency contact person provided by the owner. However, such an emergency may not provide the time to do so prior to the administration of care. The owner authorizes Paws in Paradise Luxury Resort & Spa to obtain medical attention for the pet from an approved veterinary clinic. Our approved veterinary clinics are Evans Animal Hospital, Care More Animal Hospital, and Augusta Animal Emergency. The owner also authorizes the transport of the pet to and from the

veterinarian's office when Paws in Paradise Luxury Resort & Spa deems such medical care is important to the pet's health. If the pet is transported to or from Paws in Paradise Luxury Resort & Spa by a staff member, the owner may not hold Paws in Paradise Luxury Resort & Spa or staff members liable, in the event of injury or accident during transportation. The owner grants Paws in Paradise Luxury Resort & Spa's management full power of decision making regarding the medical treatment of the pet and agrees to reimburse all costs paid to the veterinary facility on the owner's behalf.

SCHEDULING: Considering the best interest of our beloved pet guests, we request that owners pick up their pets in a timely manner upon completion of a grooming appointment. Pets must be picked up within 60 minutes of the scheduled pick up time. If they are not, the pet will join the Day Resort guests. Clients will be charged the \$25 Day Resort fee. Pets that are not picked up prior to 7pm will be considered an overnight guest and charged and additional \$50 fee.

Paws in Paradise Luxury Resort & Spa requires 24hr notice when canceling a scheduled service.

PAYMENT: The owner agrees to pay for all services upon pickup. Refusal to pay for services may result in legal action.

ABANDONMENT: If the owner's pet is not picked up within ten (10) calendar days of the scheduled pick-up date/time, the owner understands that the pet shall be deemed abandoned, and Paws in Paradise Luxury Resort & Spa has the right to place the pet with a new owner, as provided for under Georgia Statutes. The Owner understands that pet abandonment may be a criminal or civil violation of the statutes of the State of Georgia. The owner shall remain liable for all fees due and, in addition, agrees to pay all costs accrued for the prosecution of these statutes. The owner is to be notified of such action by receipted mail, as specified

MARKETING: The owner acknowledges that Paws in Paradise Luxury Resort & Spa reserves the right to use all pictures taken at the resort. Pet photos may be used on the website, social media, and for advertising purposes.

RIGHT TO REFUSE: Paws in Paradise Luxury Resort & Spa reserves the right to refuse service to any owner, for any reason, at any time, including, but not limited to: lacking proof of vaccination, pets displaying signs of potentially contagious conditions, and/or pets exhibiting aggressive behavior.

ACKNOWLEDGEMENT: The owner acknowledges that he/she has read the terms of this Owner Agreement and acknowledges that he/she has knowingly and voluntarily entered into this agreement.

Owner: _____

Date: _____

Pet(s): _____

Owner Signature: _____