



## Customer Agreement

This agreement is between **Jax Dog Drop Redmond, LLC**, hereinafter referred to as “Jax”, and the owner of the dog (print full name) \_\_\_\_\_, hereinafter referred to as “the Owner”, who is the legal owner of (print dog’s name) \_\_\_\_\_, hereinafter referred to as “the Dog”. I, the Owner, am fully authorized to enter into this agreement and am fully responsible for the actions of the Dog. I, The Owner, understand the inherent risks when leaving the Dog with caretakers and other dogs at Jax. The Owner agrees to and/or takes responsibility for the following:

1. The Owner agrees to pay for the services requested on the day the services are provided. Jax has the right to change its prices at any time without notice and seasonal rates may apply. Jax has the right to charge reasonable fee to the Owner for failure to show up to scheduled appointments or being more than 15 minutes late and the price of these fines can be changed without notice. The rates for Daycare are for single day stay not including overnight. The rates for Boarding are for a 24 hour stay with check-in at noon and check-out at noon the following day and additional charges may apply due to late check-out. The Owner will be charged \$25.00 fee for all NSF checks or other non-funded payments. Jax retains the right to collect due moneys by any legal way.
2. The Dog will be interacting with other dogs and during their stay the Dog may become scratched, cut, bruised, injured, ill, sore, and/or soiled and the Owner will not hold Jax, its employees, or other agents responsible for any of these condition and will not take civil actions against Jax, its employees, or other agents for the losses, damages, and/or expenses arising out of any of these conditions. The Owner will take sole responsibility to pay for any and all procedures, treatments, medications, and/or transportation for any of the above listed conditions.
3. The Dog may injure another dog or person and/or damage personal property of Jax, its employees, its customers, or other agents during their stay and the Owner will take full responsibility for the actions of the Dog and agrees to reimburse the injured party for any and all losses, damages, and/or expenses. The Owner takes sole responsibility for the action of the Dog.
4. The Dog must be free of any illnesses, communicable diseases, infestations, or parasites to stay at Jax and if the Dog is given to Jax with any of the following ailments the Owner will be held solely responsible for any losses, damages, and/or expenses incurred by the Dog, Jax, its employees, or other customers.
5. The Dog must be current on all of its vaccinations, flea, and tick medications. Rabies and Distemper vaccination shots are required to be fully administered before the Dog stays at Jax. Bordetella shots are required every 12 months and preventative flea & tick medication needs to be regularly given to the Dog per the medications dosage directions for the Dog to continue to stay at Jax. The Owner is responsible for keeping the Dog current on all of its vaccinations, medications, and/or other medical treatments and will be fully responsible for any losses, damages, and/or expenses incurred by the Dog, Jax, its employees, or other customers if the Owner fails to do so.
6. If the Dog becomes injured, ill, or in any other way needs medical attention the Owner gives Jax sole discretion to engage the services of a veterinarian or give any other treatment to the Dog at the expense of the Owner. The Owner agrees to pay for all treatments, procedures, medications, and/or the transportation cost administered by Jax, veterinarians, or any other agent that is deemed necessary by Jax or its employees.

7. If the Dog is not picked up by the scheduled checkout date and time the Owner will be charged the posted boarding and feeding fees, plus an additional \$25 fee per day. Jax will make it's best effort to contact the Owner but if there is no contact with the Owner after 15 days from the scheduled pick up day the Dog will be considered abandoned and Jax will take appropriate actions. The Owner understands that Dog Abandonment is a crime in some jurisdictions and Jax will fully cooperate with the authorities and any governing laws.
8. Jax's liability, in no event, shall exceed the lesser of the current value of a dog of the same breed or \$250. Jax is not liable for any personal items that brought with the Dog and will not pay for any personal items that are damaged or lost.
9. The Owner gives Jax permission to take photographs, video, reproduce the likeness, or record the sounds of the Dog for marketing or any other business purposes without payment to the Owner and all uses of these materials are fully owned by Jax.
10. Jax has the right to refuse service to any person or dog, including existing customers. The Owner gives Jax, at their discretion, the right to mussel, crate, restrain, or isolate the Dog as needed to calm the Dog and/or keep the staff or other dogs safe.
11. The Owner understands that grooming prices are determined by the time it will take our Groomer to complete the grooming process and this price can change depending on the condition of the Dog. Additional charges may be added because of excessive matting, skin conditions, and/or any other factor that requires more time to be spent on the Dog. The owner gives Jax and its employees permission to do everything needed to remove matting. The Owner understands that severe matting may need to be shaved out; mat removal may cause the skin redness, itchiness, irritations, and/or future ingrown hairs; shaved dogs are sensitive to the sun and appropriate actions need to be taken to prevent sunburns.
12. The Owner understands that accidents can occur when the Dog is getting groomed. Our Groomers are highly qualified but we are working with sometimes unpredictable customers and nicks, scratches, lacerations, quicking of nails, or other conditions may occur during grooming. The Owner will not hold Jacks Dog Drop, its employees, or other agents responsible for any of these condition and will not take civil actions agents Jax, its employees, or other agents for the losses, damages, and/or expenses arising out of any of these conditions.
13. The Owner certifies that all information they give to Jax is correct and accurate to the best of their knowledge. Falsifying any information to Jax can lead to improper treatment or care of the Dog and/or endanger the safety of Jax, its employees, or other dogs and the Owner will be held fully liable for any losses, damages, and/or expenses due to incorrect information.
14. Any and all dispute or claim arising out of or relating to this agreement, or breach thereof, or alleged negligence by any party to this agreement shall be settled by an arbitrator in accordance with the rules of the American Arbitration Association. The Arbitrator shall, as the part of the award, require the losing party to pay for the cost of legal fees and reasonable attorney's fees to the prevailing party. Arbitration will be held in the State of Washington and will be bound by their laws.
15. This agreement shall be in effect during any and all current or future visits to Jax and supersedes any and all previous verbal or written agreements entered into by either party. Any changes to the agreement must be in writing and agreed to by both parties.

I, the Owner, certify that I have read this agreement in its entirety and understand the policies and procedures of Jax. As the legal owner of the Dog I, the Owner, take 100% responsibility and liability for the actions of the Dog and enter into this agreement freely.

Owner's Printed Name: \_\_\_\_\_

Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_