

WALTER'S PET STYLES

POLICY AGREEMENTS AND LIABILITY WAIVER

ALL DOGS PLAY AT THEIR OWN RISK

Like kids at school, pets in group settings are susceptible but not limited to the following:

- * Nicks, scrapes, punctures
- * Sore joints and muscles; strained tendons/ligaments; fractures
- * Fatigue
- * Various strains of kennel cough
- * Airborne viruses and common colds

I acknowledge that day care poses certain risks, including but not limited to contagious illness; parasites; and possible injury to my pet and to myself. I hereby voluntarily assume the risks associated with my dog participating in day care, as well as the risks related to its presence on Walter's Pet Styles' (henceforth occasionally referred to as WPS) property, including but not limited to, dog/cat bites to humans and/or other dogs/cats; the transmission of illness, disease and/or parasites.

I agree that Walter's Pet Styles shall not be responsible monetarily, legally, or otherwise for injuries to my pet that which may arise in the course of play or which may be caused by the presence or actions of other animals or which any caused by my own pet. I shall make no claim against and/or indemnify WPS against any costs, damages, claims, or expenses that may result from an injury to my pet or to another animal if caused by my pet. While WPS takes every reasonable precaution to ensure that all animals in its care are healthy and safe, I recognize that incidents WILL happen whenever animals socialize together and WPS will take no responsibility regarding these incidents. WPS is not liable for injuries or illness that any animal may incur while in its care.

GROOMING

Although the reputation for Walter's Pet Styles' grooming speaks for itself, I understand pet grooming is an art, not a science, and style is subject to taste and preference. Although I may request same-day alterations, if possible and only within grooming hours, to the outcome of such a service rendered on my pet, Walter's Pet Styles will not extend any refunds or credits according to my level of satisfaction.

The number one concern of any pet in the care of Walter's Pet Styles is its well-being. I understand Walter's Pet Styles prides itself on safety, but unexpected and accidental nicks, scrapes, brush burns, bleeding, and more can occur and may be unavoidable. If WPS finds my pet's condition of hair/fur to be severely matted/tangled/knotted and incapable of dematting short of causing undue stress and pain to the animal, my pet may be shaved down for reasons of health and well-being.

BEHAVIOR AND HEALTH

Behavior - Walter's Pet Styles reserves the right to refuse use of its facilities or to rescind membership for animals, in its sole determination, which are unhealthy; act aggressively; are undisciplined; or have evidence of behavior that may be considered dangerous to themselves, other animals, or handlers.

Vaccinations – I am responsible for providing Walter's Pet Styles updated vaccination records and/or certificates and I will ensure my pet remains current and up-to-date with any and all of the following vaccinations, unless otherwise directed by my veterinarian: Distemper; Parvovirus; Rabies; and Bordetella. Failure to maintain current vaccination records and/or certificates may result in a suspension of use of the Walter's Pet Styles facility.

Feeding – Although Walter's Pet Styles accommodates a variety of diets, I understand WPS is not responsible for any cross-contamination of food and I will not hold WPS liable for such. WPS is not responsible for any allergy-related manifestations and/or reactions and I will not hold WPS liable for such.

Spay/Neuter - All dogs must be spayed/neutered if they are older than eight (8) months of age. Intact dogs older than eight months of age will not be allowed to use the WPS facility.

Acknowledgement - Walter's Pet Styles reserves the right to limit usage if I do not comply with any health or safety rule. In the event that I am not entitled to a refund or credit, I understand and acknowledge that I undertake responsibility for, and will not hold WPS liable for, any illness and/or ailment that my animal(s) may incur while on the premises of WPS.

EMERGENCY CARE

In the event of an emergency, WPS will first attempt to contact me at the contact number(s) provided, then contact the emergency contact number provided, usually a veterinarian. I authorize WPS to consult its veterinarian of choice for treatment and/or guidance. If a pet should be injured or otherwise deemed by WPS to require immediate veterinary attention, and my veterinarian is not available, WPS is authorized to use the services of any other veterinarian. I will be responsible for any and all charges with respect to any such veterinary care. I authorize the use of my credit card to be used in such an event and I will provide and maintain a valid credit card on file.

FEEDING

OVERNIGHT

Walter's Pet Styles will reasonably accommodate diet requests during my pet's visit at its facility or in its care, according to clearly written instructions I provide. I understand I have the option of providing food of my choice, and I will provide such in an airtight, plastic food container labeled clearly with my or my pet's name for its proper storage. WPS has a refrigerator and can store wet food upon request. If I do not provide food, Walter's Pet Styles may use food of its choice at no additional charge. I understand it is my responsibility to inform WPS of any and all food restrictions and/or allergies. I will also inform WPS whether or not my pet can have treats. Again, I understand WPS is not responsible for any cross-contamination of food and I will not hold WPS liable for such. WPS is not responsible for any allergy-related manifestations and/or reactions and I will not hold WPS liable for such.

DAY CARE

WPS provides one daily feeding at or around 12:00 PM (Noon). Walter's Pet Styles will reasonably accommodate diet requests during my pet's visit at its facility or in its care, according to clearly written instructions I provide. I understand I have the option of providing food of my choice, and I will provide such in an airtight, plastic food container labeled clearly with my or my pet's name for its proper storage. WPS has a refrigerator and can store wet food upon request. If I do not provide food, Walter's Pet Styles, upon my request, may use food of its choice at no additional charge. I understand it is my responsibility to inform WPS of any and all food restrictions and/or allergies. I will also inform WPS whether or not my pet can have treats. Again, I understand WPS is not responsible for any cross-

contamination of food and I will not hold WPS liable for such. WPS is not responsible for any allergy-related manifestations and/or reactions and I will not hold WPS liable for such.

RELIEF WALKS

Dogs are walked in groups of no more than two (2) to ensure safety. During these relief walks, all dogs are walked using safety collars and leashes deemed appropriate by Walter's Pet Styles for maximum safety. For the protection and well-being of my dog, no exceptions to these safety precautions will be made except in the case of my dog having a medical condition that prohibits its use. My expressed, written consent is required for the use of any other collar and/or lead. Dogs that are walked individually due to necessity or owner's request may be charged a fee.

DROP-OFF AND PICK-UP

I understand that business hours are subject to change.

ALL PICK-UP GUIDELINES

- I understand last pick-up is 15 minutes after closing.
- In the event that my pet is not picked up on time, I understand it will be boarded overnight and available for pick-up at the opening of the next business day. I understand I will be charged for overnight visits.
- I understand these rules will be strictly enforced.

BOARDING PICK-UP GUIDELINES

- I understand drop-off can be arranged during our normal business hours but if done so prior to 3 PM, full day care rates will apply.
- I understand pick-up occurs within the first two (2) hours of business opening each day and day care rates apply thereafter.

RESERVATIONS

As Walter's Pet Styles always tries its best to accommodate me whenever possible, I must commit to my reservation once it is made. I understand there will be a strictly enforced, non-refundable cancellation fee of 50% of the service(s) to be rendered if I cancel on the day of my appointment. Inclement weather will NOT be deemed an adequate explanation for a same day cancellation. I agree this policy is very lenient and is meant to discourage SAME-DAY cancellations only. If I am unable to commit to my appointment, I will inform WPS before opening business hours.

REFUNDS

I understand the following:

- No refunds
- All sales are final
- Store Credit Only (purchased items must be returned within 5 days with receipt for eligibility)
- Returned checks and declined credit cards are subject to a \$25 penalty

DAMAGED / LOST PROPERTY

WPS will not be liable or responsible for any loss or damage that may occur to my pet's leash, collar, harness, toy(s), or other items while in its care. WPS will not accept responsibility for any lost or damaged personal belongings that I may leave with my pet, whether in day care, over night boarding, during a grooming visit, or otherwise. It is my sole responsibility for my belongings. WPS holds items as a courtesy only.

STORE RESTRICTIONS

Due to NYC Building Department code restrictions, and excessive liability, only WPS employees shall be allowed to descend the staircase or enter the basement. I understand I am NOT allowed downstairs for any reason whatsoever during business hours. If I fail to comply with this rule, my use of services may be suspended.

Tours of the downstairs facility are available upon request during specific times deemed appropriate by Walter's Pet Styles.

MARKETING MATERIAL

I agree to allow Walter's Pet Styles to use my pet's image/picture/likeness in any marketing and/or promotional material to promote the services and sales of WPS.

TREADMILL USE

By authorizing my pet to use a treadmill, I will not hold WPS liable for any associated risks. I acknowledge that the use of a treadmill poses certain risks, including but not limited to, the following:

- Fatigue
- Exhaustion
- Dehydration
- Sore joints and/or muscles
- Sprains and/or tears
- Cuts/scrapes/nicks
- Broken bones

I authorize the use of a treadmill: YES NO

ON THIS _____ DAY OF _____, 20____, BY SIGNING BELOW, I HEREBY AFFIRM I HAVE READ AND UNDERSTAND THE POLICIES OF WALTER'S PET STYLES AS SET FORTH ABOVE, THAT I HAVE READ FULLY, UNDERSTAND CLEARLY, AGREE UNCONDITIONALLY TO THE CONDITIONS AND STATEMENTS OF THIS AGREEMENT, UNDERSTAND WPS IS A "PLAY AT YOUR OWN RISK" FACILITY, AND REAFFIRM TO HEREBY WAIVE WALTER'S PET STYLES OF ANY AND ALL LIABILITIES:

Printed Name: _____

Signature: _____