



PET PARENT AGREEMENT

I, _____, hereby certify that my dog(s), _____ is/are in good health, have not been ill with any communicable diseases or parasites in the last 30 days, and have not harmed or shown aggressive or threatening behavior towards any person or any other dog. I also have read and understand and agree to the following:

1. INHERENT RISKS OF TRAINING, BOARDING, GROOMING, AND DOG WALKING. I understand that Tried and True Dog Services is an open-play environment and because of this there are inherent risks, which even when closely monitored, may result in the following:

- a. Transfer of communicable parasites or an illness such as, but not limited to, the canine papilloma virus also known as “puppy warts,” or an upper respiratory illness like Kennel Cough, which can be caused by a contagious bacteria or virus.
- b. Injuries, usually benign, such as broken nails, sore pads, puncture wounds, abrasions and cuts, particularly in shorter coated breeds, etc.
- c. Behavioral problems.

I also understand that if my dog(s) has/have spa or grooming services, my dog(s) is/are at inherent risk for skin irritation, shampoo in eyes, risk of cuts, nicks, scratches, cutting of the nail quick, etc.

_____ [Initial]

2. PET HEALTH ISSUES WHILE AT/WITH TRIED AND TRUE DOG SERVICES.

If health or behavioral problems develop with my dog(s), that these will be treated as deemed best by the staff of Tried and True Dog Services within their sole discretion, and that I assume full financial responsibility for any and all expenses involved. If my dog(s) become(s) ill or injured, or is suspected to be ill or injured, or if for any other reason veterinary care is indicated, I authorize Tried and True Dog Services to seek and provide veterinary care from my designated veterinarian or a veterinarian of their choice.

If my dog’s condition is emergent, I understand Tried and True Dog Services will seek care at the closest veterinarian office location. During my absence, Tried and True Dog Services will be caring for my dog. In the event of an emergency, I authorize the release of all medical records pertaining to the medical needs of my dog(s) to Curtis Wright Jr., Tried and True Dog Services and its affiliates. I give Curtis Wright Jr. and all representatives of Tried and True Dog Services authorization to communicate with said veterinarian regarding, diagnosis, prognosis and treatment of my dog(s).

In the rare and unfortunate event that my dog becomes deceased while in Tried And True Dog Services care, my dog will be taken to my designated veterinarian and maintained for pick-up or further instruction. If a necropsy is performed, I give permission for the veterinarian to release any and all findings to Curtis Wright Jr., Tried and True Dog Services and its affiliates.

_____ [Initial]

Tried and True Dog Services
216 E Market St.
Wilmington, DE 19804
(302) 559-1661



3. LIABILITY RELEASE. Tried and True Dog Services, its affiliates, and their team will not be liable for any health or behavioral problems that develop in my dog(s), and I hereby release them of any liability of any kind whatsoever arising from my dog(s) attendance and participation at Tried and True Dog Services. I am solely responsible for any harm, including to any other dog(s), to the employees or invitees of Tried and True Dog Services, or to the equipment, physical plant, or other property of Tried and True Dog Services caused by my dog(s) while my dog(s) is/are attending Tried and True Dog Services.

_____ [Initial]

4. PREVENTATIVE MAINTENANCE COMMITMENT. I agree to maintain regular flea, tick, and heartworm preventative maintenance programs for as long as my dog(s) has/have active attendance and participation at Tried and True Dog Services.

_____ [Initial]

5. CRATE TRAINING. I authorize my dog(s) to be placed in a crate during boarding and/or daycare.

_____ [Initial]

6. PHOTOGRAPHY RELEASE. Photographs or other graphic, sound, or other image, likeness, recording, etc., may be made of my dog(s) by Tried and True Dog Services and that such may be used for any purpose without compensation, and I release to Tried and True Dog Services and its affiliates all rights that I may possess or claim to such image, likeness, recording, etc.

_____ [Initial]

7. FEES & PAYMENTS. Payment is required when services are rendered. If any amounts remain due after 30 days, Tried and True Dog Services reserves the right to impose interest at the rate of 1.5% per month until paid. If Tried and True Dog Services pursues collection proceedings, I will pay reasonable attorney's fees and costs of collection.

_____ [Initial]

8. CANCELLATION AND RESCHEDULING POLICY. You may request to cancel your scheduled service at no charge up to 48 hours prior to the scheduled service appointment. Appointments canceled within 24-48 hours prior to the service appointment will be subject to a 25% cancellation fee. Appointments canceled within 24 hours of the service appointment will be subject to a 50% cancellation fee.

Any scheduled service may be rescheduled for a later date or time at no charge if the reschedule request is made prior to 24 hours before the scheduled service. Any reschedule requests made within 24 hours of a scheduled appointment will be subject to a 25% reschedule fee.

Tried and True Dog Services reserves the right to cancel, change, or reschedule any appointment at any time without penalty. Wherever possible, Tried and True Dog Services will provide at least 24 hours' notice of any cancellations.

_____ [Initial]



GROOMING POLICIES

1. MUZZLING FOR AGGRESSIVE DOGS. Dogs who are displaying aggressive behavior during grooming appointments may be required to be muzzled to protect Tried and True Dog Services staff members. Tried and True Dog Services understands that grooming can be stressful for dogs and every effort will be made to create a calm and comforting environment to minimize aggression. Tried and True Dog Services reserves the right to refuse services if dogs continue to be overly aggressive or a danger to staff.

_____ [Initial]

2. COAT MAINTENANCE. I agree that it is my responsibility to maintain coat maintenance with regular brushing in between grooming appointments. Failure to do so will likely result in matting, that can cause physical harm or discomfort to the dog. If the dog arrives and is severely matted, additional fees will be incurred based on the severity of the problem. The owner will be contacted prior to resuming grooming services with an estimate of the additional fees and time needed to de-mat. Owners will be required to provide verbal authorization to proceed and agreement to the additional fees.

Tried and True Dog Services will take every precaution to avoid further injury to the dog during the de-matting process but is not responsible for any injury sustained during the de-matting process. Tried and True Dog Services reserves the right to refuse service and recommend veterinary care if the matting is too severe.

_____ [Initial]

3. FECES REMOVAL. Dogs that have significant fecal matter embedded in the fur around the anal area will require a special sanitizing and de-matting process. This fecal matter removal will incur additional fees. The owners will be contacted prior to resuming grooming services with an estimate of additional fees. Owners will be required to provide verbal authorization to proceed and agreement to the additional fees.

_____ [Initial]

4. HOURS OF OPERATIONS & LATE PICK-UP FEES. Please refer to our website for store hours. Pickup times after grooming services will be agreed upon at time of drop off. Tried and True Dog Services reserve the right to impose a late fee for dogs picked up more than 30 minutes after the agreed upon pickup time at a rate of \$5 per hour, up to \$30 per day. If your dog is not picked-up within 45 minutes after closing, we will assume that you are boarding and will impose an overnight boarding charge of \$30.

_____ [Initial]



BOARDING POLICIES

1. UNNEUTERED MALES. Unneutered male dogs tend to spray to mark their territory. Since Tried and True Dog Services is operated out of a home, this can be unsanitary and require extensive cleanup and chemicals to eliminate the markings and odors throughout the home. Therefore, any unneutered males will automatically incur an additional fee of \$10 per day, per dog.

_____ [Initial]

2. UN-HOUSED TRAINED DOGS. Since Tried and True Dog Services is operated out of a home, dogs using the bathroom in the house can be unsanitary and require extensive cleanup and chemicals to eliminate the markings and odors throughout the home, including on fabrics. Therefore, any dogs that are not house trained will automatically incur an additional fee of \$10 per day, per dog.

_____ [Initial]

3. FOOD. Owners are responsible for providing all food for the duration of the boarding stay. If not enough food is provided and Tried and True Dog Services is required to provide food, additional fees will be incurred. The owner will be contacted prior and will be required to give authorization of the additional charges.

_____ [Initial]

4. PICKUP TIMES. Unless otherwise agreed upon, the following pickup times apply to all boarding appointments. Daytime boarding clients must be picked up by closing hours (as posted on our website). If your dog is not picked-up within 45 minutes after closing, we will assume that you are boarding and will impose an overnight boarding charge of \$30 per day, per dog. Overnight boarding clients must be picked up by 10:00am on the scheduled pickup day or will incur a daytime boarding fee of \$30 per day, per dog.

_____ [Initial]

5. UNAUTHORIZED EXTENDED STAY. If your dog is staying with Tried and True Dog Services, you may extend its stay by contacting us prior to the expected pickup day and making payment in full. You understand that any dog that is left with Tried and True Dog Services without extending the stay and appropriate payment for longer than fourteen (14) days, your dog will be considered abandoned. You agree that if your dog is deemed abandoned under local, state or federal laws or regulations, you understand that Tried and True Dog Services will, by default, become the legal owner and guardian of the dog. Tried and True Dog Services will then, in its sole discretion, determine whether to find another home for the dog or to relinquish the dog to local authorities or a local shelter of its choice. You understand and agree that if you abandon your dog at Tried and True Dog Services, you may be unable to retrieve possession of your dog and will have no recourse against Tried And True Dog Services. You further release Tried and True Dog Services and employees, affiliates from all further liability and responsibility for your dog. You additionally understand and agree that if you abandon your dog, you will still be responsible for the full boarding stay and any expenses incurred, including but not limited to any applicable attorney's fees or court costs.

_____ [Initial]



TRAINING POLICIES

1. TRAINING GOALS. Tried and True Dog Services agrees to provide private lessons for Client and Dog on a lesson-by-lesson basis. The goal being to teach Client how to train and work with Dog. Trainer will make every reasonable effort to help Client achieve training and behavior modification goals but makes no guarantee of Dog's performance or behavior as a result of providing professional animal behavior consultation. Client understands that he/she and members of the household must follow Trainer's instructions without modification, work with Dog daily as recommended, and constantly reinforce training being given to Dog.

_____ [Initial]

2. RELEASE OF LIABILITY AND INDEMNIFICATION. Client expressly acknowledges and understands that Trainer's services will be provided in an environment where certain hazards may exist, including, but not limited to, debris in the training area, other animals and their owners, training equipment, water, and other natural hazards. Client expressly agrees to indemnify and hold harmless Trainer and Trainer's agents and to pay all losses and damages suffered or incurred, and to defend and indemnify Trainer and Trainer's agents from any claims, demands, lawsuits, losses, costs or expenses, including attorney fees, arising out of or in connection with the provision of Trainer's services to Client and/or Dog.

If Dog causes property damage, or bites or injures any dog, animal or person (including but not limited to Trainer and Trainer's agents), during or after the term of this Agreement, then Client agrees to pay all resulting losses and damages suffered or incurred, and to defend and indemnify Trainer and Trainer's agents from any resulting claims, demands, lawsuits, losses, costs or expenses, including attorney fees. If Dog is injured in a fight or in any other manner during or after the term of the Agreement, Client assumes the risk and agrees that Trainer should not be held responsible for any resulting injuries, losses, damages, costs or expenses.

At Trainer's sole election, Trainer's duties hereunder shall terminate if (a) in Trainer's sole judgment Dog is dangerous or vicious to Trainer or any other person or animal, or interferes with the training of other dogs, or (b) Client breaches any term or condition of this Agreement. Upon termination in accordance with the foregoing, Trainer's duties shall terminate but all other provisions of this Agreement shall continue in full force and effect. This Agreement is binding upon Client, spouse of Client, and children of Client. This Agreement supersedes all prior discussions, representations, warranties and agreements of the parties, and expresses the entire agreement between Client and Trainer regarding the matters described above. The parties confirm that, except for that which is specifically written in this Agreement, no promises, representations or oral understandings have been made with regard to Dog or anything else. Without limiting the generality of the foregoing, Client acknowledges that Trainer has not represented, promised, guaranteed or warranted that Dog will never bite, that Dog will not be dangerous or vicious in the future, that Dog will not exhibit other behavioral problems, or that the results of the training will last for any particular amount of time. This Agreement may be amended only by a written instrument signed by both Client and Trainer.

_____ [Initial]



DOG WALKING POLICIES

1. HOME ACCESS. Tried and True Dog Services agrees to keep safe and confidential all keys, remote control entry devices, access codes, and personal information of the Owner and to return same to Owner and end of the contract period or immediately upon demand.

_____ [Initial]

2. OFF LEAD WALKING. I authorize Tried and True Dog Services to allow my dog to be let off the lead in appropriate, safe locations as agreed upon between client and staff. I do not hold Tried and True Dog Services responsible if my dog is lost, stolen, or if he/she endangers itself if they run away.

_____ [Initial]

3. INCLEMENT WEATHER. Client reserves the right to cancel without penalty based on severe inclement weather. Tried and True Dog Services can still provide dog walking services in moderate weather at the staff's discretion. Tried and True Dog Services will notify client within 4 hours of the scheduled service to advise if any cancellation will be required.

_____ [Initial]

4. EQUIPMENT. Owner will be responsible for providing adequate harnesses, collars, leads, coats, or muzzles as approved by Tried and True Dog Services for the dog walking services. Tried and True Dog Services is not responsible if any of the provided equipment breaks, including if that leads to the dog running away.

_____ [Initial]

5. RELEASE OF LIABILITY AND INDEMNIFICATION. Tried and True Dog Services, its affiliates, and their team will not be liable for any injury or property damage incurred during dog walking service(s). I am solely responsible for any harm, including to my dog(s) any other dog(s), to the employees or invitees of Tried and True Dog Services, to other individuals, or to any property, equipment, or other occurrences during Tried and True Dog Services dog walking services.

_____ [Initial]



LEGAL AGREEMENT

- 1. ENTIRE AGREEMENT.** I have read and understood all terms of this agreement. This agreement contains the entire agreement of both parties and there are no other promises or conditions in any other agreement whether oral or written.

_____ [Initial]

- 2. TERMINATION OF CONTRACT.** This contract remains in effect until the client provides written termination of all future services for boarding, training, grooming, or dog-walking. At that time, the client account will be changed to inactive. Client will not be able to resume services until re-signing the pet parent agreement.

_____ [Initial]

- 3. SEVERABILITY.** If any provision of this Pet Parent Agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this Contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforces as so limited.

_____ [Initial]

- 4. APPLICABLE LAW.** This contract shall by governed by the laws of the State of Delaware.

_____ [Initial]

PET PARENT

Signature

Date

Printed Name