



Services Agreement
Benny's Bed and Biscuits
2330 S. Center St. Maryville, IL 62062
(618) 344-4096 www.bennysbnb.com

Your pet is important to us, and we care about your pet's safety and well being. We want to assure you that every effort will be taken to make your pet's visit as pleasant as possible.

Lodging and DayCamp

This is a contract between Benny's Bed and Biscuits (BBB) and the pet owner whose signature appears below.

1. Owner agrees to pay the Lodging/DayCamp rate in effect on the date the pet is checked into BBB and all costs/charges for special or additional services requested.
2. Owner agrees that the pet shall not leave BBB until all charges are paid to BBB.

Long Term Lodging

Any stay longer than 21 consecutive days will be considered Long Term Lodging

3. Departure dates for long term lodging do not have to be set in stone, and can be extended any time.
4. For long term lodging pets, payments must be made monthly - at a minimum
 - Payment arrangements must be made when the pet is dropped off.
 - Payments can be taken over the phone or an invoice may be sent out
 - Monthly payments can bring the account up to date, but at a minimum must cover at least 50% of the bill that is accrued for the pet(s) for the entire duration of their stay.
5. Payment must be collected in full if the pet(s) leave the premises for any reason, even if they are coming back to continue their stay.

Grooming

6. It is important to understand that some pets respond to grooming differently, even with the best efforts. Owner takes responsibility to inform BBB of your pet's age and any pre-existing medical conditions such as (but not limited to) allergies, moles, clipper sensitivities, matting, fleas, ticks, fear, behavioral issues, bone or joint pain or sensitivity, heart condition, seizures, sedation, etc.
7. **Grooming Style:** Please give specific instructions to the receptionist or groomer. We will do the best we can to honor your request if possible. It may be difficult depending on the shape your pet is in upon arrival, and his/her disposition. Please inform us if you have a preferred Groomer. Grooming is an art form, and while there are many common hairstyles, individual interpretations can vary depending on the groomer.
8. **Pricing:** BBB does our best to be reasonable for both the customer as well as the groomer. The price depends on the size of the pet, what shape he/she is in (overdue, matted, extra undercoat, etc.), what the owner wants done, how the pet behaves, and the presence of fleas/ticks. Extra charges can be applied for bad behavior, fleas and ticks, and any other circumstance determined by the groomer.
9. **Timing:** BBB does our best to finish the grooming process as quickly as possible. However, it depends on many of the same factors stated above. Please do not rush any of our groomers. Rushing may only cause the pet to get stressed, or the groomer to get bit. Not to mention many other factors that can come in to play when dealing with the many personalities presented by our pets. We appreciate your understanding and patience in this matter. Please allow approximately 2 hours (per pet) from your pet's appointment for their groom to be completed.
10. **Matted Pets:** or those "overdue" for a groom are at greater risk for a bad experience due to injury, stress, or trauma. Mats and/or heavy undercoat are a source of skin irritation and dry skin for your pet. All precautions will be taken; however, problems occasionally arise during or after grooming, such as nicks, cuts, clipper irritation, or stress. Please schedule grooming appointments at regular intervals so as to prevent matting and unnecessary stress for your pet.

- Some matts are “doable”, while some are not...We will not stress out a pet to “save” the coat, therefore the pet may need to be shaved and the coat will need to “start over”. If mats are left unattended they will only get worse, especially if they are matted and bathed before a complete brush out. In the event your pet’s coat is too matted to be salvaged, we will reach out and contact you before proceeding to shave your pet. Pets with extreme matting are subject to a “dematting fee” even if they are needing to be shaved, due to the amount of time needed to ensure the pet’s comfort and safety.
11. **Tranquilizers** are never administered by the groomers or any of the other personnel at BBB. If we feel the any medication would be beneficial, we will inform the owner to consult with, and obtain the medication from their veterinarian and to give as directed. When given as directed, an appropriate medication will not completely sedate the pet, rather just “take the edge off” the grooming process and make the experience much better for the pet and the groomer. It is important that the medication name, dosage, and time given be noted at drop off. We are not able to offer any sort of sedation grooming and will recommend that the owner reach out to their veterinarian if we feel that this is the safest option for the pet.
 12. **Fleas and Ticks:** If either are present, tick removal and flea bath (all natural and no pesticides) will be done and the owner charged accordingly.
 13. **Accidents:** Unfortunately, there is always the possibility that an accident could occur. Grooming equipment is sharp, and animals can act unpredictably. Even though we use the utmost caution and care in all situations, possible problems could still occur; including (but not limited to) cuts, nicks, scratches, “quicked” nails, etc. In most cases, this happens when a pet is wiggling, moving around, or has mats. Should any pet need veterinary care during or after grooming, owner agrees to any and all fees. In the event that veterinary care is needed, the owner will be notified prior to the pet being transported to the vet. In the event that the injury appears life threatening, and the owner can not be reached, the pet will be taken to the veterinarian for care before owner contact has been made. Owner authorizes the release of pet’s medical records from the veterinarian if needed. The expenses shall be paid or reimbursed by the owner.

All Services

14. Flea/Tick preventative are recommend year round. BBB contracts a local pest control company for monthly treatments of the property. If fleas/ticks are found on any incoming lodging pet, a soothing Neem shampoo bath will be performed at the owner’s expense.
15. Owner specifically represents to BBB that the pet has not been exposed to any contagious diseases within the past 30 days.
16. Owner certifies that the pet is up to date, and current on all required vaccinations, and has received any required vaccinations at least 14 days prior to their service appointment.
17. If the pet becomes ill or if the state of the animal’s health otherwise requires attention, BBB may engage the services of a veterinarian. All attempts will be made to contact the owner, followed by the emergency contact prior to seeking veterinary care. Owner authorizes the release of pet’s medical records from the veterinarian if needed. The expenses shall be paid or reimbursed by the owner.
18. Owner acknowledges and understands that there are certain risks involved in pet ownership, care, and activities such as boarding; including but not limited to: dog fights, injuries, pet bites to humans and/or other pets, and the transmission of diseases. Owner does not hold BBB liable for any of the aforementioned, or other risks not noted.
19. If a pet is left 7 days past the stated pick up time without notifying BBB, the pet will be considered abandoned and may be put up for adoption by BBB. All attempts will be made to contact the owner, followed by the emergency contact prior to putting the abandoned pet up for adoption.
20. **Hold Harmless:** When leaving your pet at BBB for any service, it is understood that the pet owner will not hold BBB or its employees responsible for an accident or injury to the pet being left for any service.

The below signed pet owner agrees to release, indemnify and to hold BBB and it's owners and employees harmless from any and all manner of damages, claims, loss, liabilities, costs, or expenses, causes of actions or suits, whatsoever in law or equity, (including, without limitation, attorneys fees and related costs) arising out of or related to the services provided by BBB. In the event of any dispute arising out of the boarding of your pet, you agree that the circuit court in Madison County, Illinois shall have exclusive jurisdiction over said dispute, and that the party prevailing in such dispute shall be entitled to attorney fees and costs from the non-prevailing party.

21. In the event of an emergency, I (the owner) authorize Benny's Bed and Biscuits to obtain emergency treatment for my pet and I (the owner) agree to pay all costs.
22. By signing this contract and leaving pet(s) with BBB, owner certifies to the accuracy of all information given about the pet. Furthermore, owner understands all procedures and policies in place by BBB.
23. This contract will be kept on file and will apply to all future service appointments.

I have read, understand, and agree to the grooming policies of Benny's Bed and Biscuits.
Please Sign:

Owner: _____ Date: _____ BBB Staff: _____

Please Print:

Owner's Name: _____ Phone: _____