



### Observation Area Release Waiver

Please understand that we are inviting you into our 'home'. A place where we work diligently to keep our employees, clients, and our beloved pets/visitors safe at all times (our family). We ask that you respect our policies and procedures and sign this document before participating. You may provide us with an email address prior to your appointment so that we may send you our publications in regard to our Code of Ethics, mission, vision, and values.

There are many things to be seen. We maintain a clean and calm environment, but can encounter times when there is some barking, some scared pets, and some puppies that might yelp at just the mere sound of the clippers. We are a very busy salon and can care for up to 60 pets per day. It is exciting. We ask for your compassion and thoughtful insight in all we do as we allow you to sit and observe our daily routine.

Understand that we give our grooming services to all breeds of dogs and cats, all ages from babies to geriatric stages, those with special needs, and even pets with behavioral issues (anxiety, aggression, insecurities, etc..). It is extremely important that you take into consideration that we use many different handling techniques, skills, and methods to complete different levels of grooming services. Some techniques may provoke you to ask questions. We will gladly answer ALL your inquiries in depth with special consideration to help educate and teach at the end of your visiting time. You will receive a pad and pen to document as you observe to help you remember things you wish to inquire about.

Due to the intricate environment of our salon, it is equally important that when you sign up for this opportunity to watch us in action, that you remain in compliance with the rules of the sitting area to avoid any injuries or inaccurate perceptions of handling.

We will ask for your feedback and what you witnessed as a part of our ongoing effort to keep our salon running at the highest of standards. You can also share or ask questions during or at the end of your visit if you see or hear something that you would like to inquire about.

**As always, we are so happy to have you as a part of our family. Enjoy your visit.**

**Before participating: Please sign and date this release/waiver and agree to all rules of the 'observation area'.**

**Participant/ visitors full name:** \_\_\_\_\_ **date:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Appointment date and time** \_\_\_\_\_

This document is in the regard to the legal protections of Serenity Paws and all their affiliates, members, employees, clients, heirs, volunteers, and any person or persons involved in the activity. No matter the risks, I will hold Serenity Paws and all mentioned above completely harmless from any liability whatsoever, for anything from errors and omissions to harm as a result of the activity I will hold free of harm and liability all persons involved in the event harmless for any damages at all, from Volunteers at the event to Senior Executives of any company or organization involved.

This will also serve as a non-disclosure agreement. I agree to maintain Serenity Paws confidentiality as outlined in this agreement.

As a visitor I will not exchange information with any local competitors beyond referring them to official company publications or social media.

Any information obtained as a visitor, including grooming techniques, workplace conversations, marketing campaigns, workplace policies, and incident reports is confidential and will not be shared with any outside party for business purposes, profit, or industry gain (professional or private).

Information about prospective customers, vendors or current clients is confidential and will not be shared or discussed outside of Serenity Paws workplace.

Conversations and information exchanged with external sources, including family, friends, and other employers must promote company goals and the Serenity Paws Mission, Vision and Values.

By signing this release of liability, I also agree to all the rules and regulations set forth.

1. I will not engage in the grooming process, the area is for observation only
2. I will not record videos, or take pictures
3. I will try to exercise an 'invisible mode' as to not disturb the process of the service
4. I will be courteous of the process and allow the staff to complete and do their job without distracting or talking to the pets
5. I will not reach out, touch, pet, or talk to any of the pets
6. I will refrain from trying to help if I see a situation I would really like to assist in
7. I will not use my cell phone
8. I will not leave earlier than my allotted time in the observation area (most appointments for the observation area are 30 minutes).
9. I will not stay longer than my allotted time except to have my questions and/or concerns addressed
10. I acknowledge that my participation is voluntary and there will be no financial compensation.
11. I grant permission to use my statements, concerns, ideas with or without my name for whatever purposes the company deems necessary in their efforts to maintain cutting edge performances
12. I will observe with a positive mindset knowing that Serenity Paws has a responsibility to do as they need to keep a safe environment. This can include asking me to leave at any moment during my observation.
13. I will ask questions if I see something I don't understand

I hereby release, discharge and agree to hold harmless, Serenity Paws and all staff, his/her heirs, legal representatives, members and all persons acting with authority

I hereby warrant that I am of full age and have the right to contract in my own name. I have read the above authorization, release, and agreement prior to its execution and I am fully aware of the contents of this document. This document shall be binding upon me and my heirs, legal representatives and assigns.

\_\_\_\_\_ signature \_\_\_\_\_ date

\_\_\_\_\_ printed name \_\_\_\_\_ date

\_\_\_\_\_ witness \_\_\_\_\_ date