



Disclaimer Notice

Assumption of Risk:

"I acknowledge that using the self-service dog wash facilities involves inherent risks, including but not limited to slips, falls, and potential injuries to myself or my dog(s). I agree to assume full responsibility for any such risks."

Waiver & Release:

"I agree to waive and release Muddy Paw Spa and its owners/staff from any and all liability for any injuries, damages, or losses to myself, my pet, or my personal belongings arising from the use of the facility." Customers must follow all posted instructions for using the equipment safely. Deliberate misuse of equipment that results in damage may lead to liability for damages.

Pet Health & Safety:

"I certify that my dog(s) is/are wormed, and flea up to date. I agree to inform Muddy Paw Spa of any known medical conditions, allergies, or aggressive tendencies before use."

Owner Responsibility:

"I agree to closely supervise my dog(s) at all times and follow all provided safety guidelines. Muddy Paw Spa is not responsible for supervising my pet."

Behavioral Issues:

"I understand that I am solely liable for any bites or damage caused by my dog. If my dog exhibits aggressive behavior, I understand we may be asked to leave."

Facility Care:

"I agree to use the facilities respectfully and leave the wash area clean, understanding that failure to do so may result in future exclusion."

CCTV Monitoring:

The premises are monitored by CCTV as required by our insurance. Footage is only reviewed in cases of damage, safety concerns or operational purposes.

Children's Safety:

Children must be supervised at all times while inside the premises. Children must not play on, climb, or hang from any equipment or fixtures. Parents or guardians are fully responsible for their children's behavior and safety while on the premises. This including private residence area without prior authorization including doggy meet and greets.

Cleanliness and Hygiene:

"I agree to clean up after my dog and dispose of waste appropriately. (Bin provided), and throw used towels in the designated area as marked." Muddy Paw Spa reserve the right to refuse entry to customers who do not follow these instructions.

Payments & Refunds:

All payments are final. No refunds will be issued for unused times or services unless due to equipment failure. Bookings can be rescheduled up to 8 hours in advance. If an issue arises with equipment, please contact us using the number provided in the confirmation email or by pressing "Call for assistance" at the designated area within the facility.

By using our facility, you acknowledge that you have read and agreed to the above Disclaimer Notice.

Thank You!

Management