



## **Grooming Release Form**

Your pet is very important to us; Paws & Pamper Dog Grooming would like to assure you that every effort will be made to make your pets grooming experience as safe and as pleasant as possible. Safety comes first for everyone, people as well as pets, during the grooming process.

### **Health or Medical Problems**

I understand that grooming can be stressful to some pets and I will inform the groomer if my pet has any preexisting medical conditions or stress related issues prior to grooming. I also understand it is necessary to have my pet up to date on all vaccinations prior to every groom.

Occasionally, grooming can expose a hidden medical problem or aggravate an existing one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the animal's owner upon signing this agreement.

### **Accidents and Emergencies**

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quickening of nails, etc. In most cases this can happen when a pet is wriggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident.

By signing this agreement, I am authorizing Paws and Pamper to seek professional veterinarian assistance for my pet (at my expense) in case of a serious injury or illness. All attempts will be made to contact me in the event of an emergency.

### **Coat Condition / Matting**

I understand that that Paws and Pamper puts my pet's comfort above all else. Pets with matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasites. Paws and Pamper will not cause serious or undue stress to your pet by de matting. Mats can be very difficult and time consuming to remove, and as such we will charge £5 per every 15 minutes (up to a maximum of 30 minutes) for de matting your pet. If your pet is not tolerating being de matted or is heavily matted, we will shave your pet short to remove the mats (we will always try to contact you first before doing this but will proceed if we can not contact you and feel its best for the dog).

I understand that if my pet is severely matted there is an increased risk for clipper burn or cuts to occur. Prevention is the best defense against a matted coat by scheduling regular grooming appointments every 3-6 weeks.

### **Fleas**

If your pet has any fleas which are discovered when bathing, it will be given a special flea bath at an additional cost of £15 and veterinary advice should be sort once the groom is complete to clear up the issue.

**Cancellation Fees**

Time is reserved to groom your pet. As such, I understand that if I need to change my appointment time or cancel, that I must give at least 24 hour's notice so that the appointment time can be made available to another customer. Failure to do so will incur a cancellation fee of half the dogs full grooming price. For appointments that are booked and then are 'no shows' without any notice full price will still be charged.

Any outstanding fees must be paid in full before the next groom can take place.

**Satisfaction**

Your satisfaction is important to us. If for any reason you are not happy with the groom, we can make small amendments when you come to collect your pet. However, if you are not happy with the length/ style your dog has been groomed at, we cannot amend this until the following groom (we will always discuss your requirements with you before a groom in order to get it just how you want it).

**Photographs**

This release form authorizes Paws and Pamper to take photos of your pet for client file and for company website and Face book pages. All the photos taken are the property of Paws and Pamper. If you are not happy for your pet's photo to be taken/used, please inform us before the groom.

I have reviewed and understand the contents of this release form. I confirm that I am the rightful legal owner of the dog for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Paws and Pamper to accept telephone reservations or emails for service without additional contracts or written authorization. I understand that pricing is subject to change. I have read, signed and agreed to the above.

Signature \_\_\_\_\_ Date: \_\_\_\_\_