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## Grooming Agreement

Parent(s) Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home #: \_\_\_\_\_ Cell #: \_\_\_\_\_ Work #: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone #: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

### **Veterinarian Information**

Veterinarian Office: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

**It is required that ALL fur babies are up to date on Bordetella, Distemper, Parvovirus and Rabies before grooming services can be performed.**

### **Tell Us About Your Kids!**

1. Pet Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_ Male/Female

Breed: \_\_\_\_\_ Color: \_\_\_\_\_ Weight: \_\_\_\_\_

Grooming instructions: \_\_\_\_\_

2. Pet Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_ Male/Female

Breed: \_\_\_\_\_ Color: \_\_\_\_\_ Weight: \_\_\_\_\_

Grooming instructions: \_\_\_\_\_

3. Pet Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_ Male/Female

Breed: \_\_\_\_\_ Color: \_\_\_\_\_ Weight: \_\_\_\_\_

Grooming instructions: \_\_\_\_\_

*Sometimes pre-existing conditions, unforeseen to us, arise such as skin allergies, shampoo/conditioner allergies, moles, clipper sensitivity, matting and tangles, fleas/ticks, fear/anxiety, behavioral issues, bone or joint sensitivity, heart condition, seizures, etc. We ask that you please inform us of any potential issues that you are aware of, so that we may take the best care of your fur-baby and make this experience as happy and positive as possible.*

Are there any special needs or health problems we should know about? \_\_\_\_\_

\_\_\_\_\_

Are they currently on any medications? If so, please explain: \_\_\_\_\_

Is it okay to shave mats that are too painful to brush out? \_\_\_\_\_

Is it okay to cut hair shorter all over due to matting? \_\_\_\_\_

Are there any skin allergies or conditions that require a special shampoo? \_\_\_\_\_

**Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Parasites are not only a health hazard to your pet, but also to humans. Flea infestations can lead to tapeworms and other health problems. If fleas are found during the grooming process, we will use a flea shampoo to kill the parasites. If ticks are found, they will be removed and you will be notified so that you may follow-up with your veterinarian. An additional charge may be applied in both cases. **Specially formulated shampoos can sometimes cause allergic reactions or other side effects to animals. If this is to happen, then you will be notified immediately and owner agrees that Barks & Recreation will not be held responsible.**

**Aggressive or Dangerous Pets:** Owner MUST inform Barks & Recreation if their pet bites, has bitten, or is aggressive to people, other animals or specific grooming procedures. Muzzles may be used if necessary. Muzzling does not harm your pet, but protects both the pet and the groomer. Barks & Recreation reserves the right to refuse/stop services for such pet at any time before or during the grooming process and charge a handling fee for aggressive dogs in addition to the regular grooming charge. **Owner will be held liable for any bites or property damage caused by their pet.**

**Health, Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for seniors or pets with health problems and can expose hidden medical problems or aggravate a current condition during or after the groom. Since these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in a manner that will not add to their stress. In the best interest of your pet, this agreement gives Barks & Recreation permission to obtain immediate veterinary care should it be deemed necessary. It is also agreed that the pet's owner, upon signing this agreement, will cover all veterinary care. **Please see our Medical Release Form for further description.**

**Mat Removal:** Pets with matted coats need extra attention during their groom session. Mats left in a pet's coat only grow tighter and can strangle the pet's skin or eventually tear it open. Barks & Recreation does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Mats can be very difficult to remove and may require your pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After effects of mat removal procedures can include itchiness, hematoma, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for de-matting. **Barks & Recreation will not be held responsible for any injuries or after effects due to mat removal.**

**Accidents:** There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, kwiking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. Barks & Recreation reserves the right to end the grooming session, even if the groom is not completed.

**Appointments:** Barks & Recreation requires a \$25 deposit at the time of appointment scheduling. When scheduling appointments Barks & Recreation uses a 1 hour time span for arrivals for mobile grooming. We always arrive as close to the appointment time as possible, however there is always a chance of unforeseen situations occurring that may interrupt the grooming schedule. This can include but is not limited to: traffic, mechanical issues, equipment failure, refueling or time running over from a previous appointment. If the groomer feels they are going to be late for the appointment, you will be called and notified of the arrival time change.

**Cancellation/No Show:** Our grooming staff works hard to be available for you when you need us. That availability often requires strict scheduling. If you are unable to make your scheduled appointment, we require that you call and cancel your appointment promptly.

“No-Shows” means you did not show up for your scheduled appointment at its scheduled time or you were not home for mobile grooming and you did not call us to cancel the appointment first. This jeopardizes an appointment our groomers could have filled for someone else. For these reasons all “No-Shows” will be charged a \$25 non-refundable fee, either that day, or upon a return visit. After 2 No-Shows, you will be required to pre-pay at the time of booking an appointment, and that pre-payment will be non-refundable in the case of another no-show. Documented emergencies are the only exception.

**Late Pick-Ups:** Our salon will call you when your pup is ready to go home. If you cannot pick up your pet within one hour from the call time, there will be a daycare charge applied to your invoice of \$19.

**Hold Harmless Agreement:** By signing this agreement you (or your agent) agree to hold Barks & Recreation, it's owners, groomers, operators/agent or employees harmless from any injury, damage, loss or claim, arising from any condition of the undersigned pet, either known or unknown to Barks & Recreation. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is also further understood that this clause applies to any and all pets groomed.

**Pictures:** Owner understands that pictures may be taken of their pet throughout the grooming process and used for Barks & Recreation's website, advertising, or on social media.

**I have read, understand and accept the terms and conditions of this agreement, for today's groom and all future grooming appointments. I also agree to pay any balance due when grooming services are completed.**

Printed Name: \_\_\_\_\_

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

## Medical Release

The safety and well-being of your pet(s) is of the highest importance to us at Barks & Recreation. Ensuring that your pet remains safe and well cared for is our first responsibility and as such we take it very seriously.

We do our best to have our pet parents screen for pre-existing health conditions but some factors may be beyond our control. In the event that a medical emergency arises while a pet is at our facility or participating in a service that we provide, it is imperative that we are able to obtain immediate medical treatment.

In the event that a staff member deems that your pet is in need of immediate veterinary care, the following steps will be taken:

- Your pet will be taken quickly and safely to your veterinarian. However, in the event that we are unable to contact your vet or have your pet(s) seen within a reasonable amount of time, considering the emergency, we will take them to the nearest veterinarian/emergency clinic.
- We will make every effort to contact you through the phone numbers and emergency contacts you have provided as soon as we have secured a medical treatment center.
- As soon as your pet has been seen by the veterinarian and is safely back at our facility, we will contact you with a follow up.

Our goal is to get your pet medical attention as quickly as is reasonably possible. For that reason, we require all pet parents to acknowledge this form prior to your pet(s) stay or service at Barks & Recreation.

I, \_\_\_\_\_ hereby authorize Barks & Recreation, to seek medical attention for my pet(s) in the event that my pet(s) has a medical emergency and a staff member of Barks & Recreation, at his/her sole discretion, deems it is necessary to seek the immediate attention of a licensed veterinarian. I further authorize Barks & Recreation, to seek medical care from a veterinarian/emergency clinic other than my primary veterinarian in the event that my primary veterinarian is unavailable or considering the emergency, is not able to see my pet(s) within a reasonable amount of time.

I also understand that I am fully responsible for all expenses incurred for the treatment of my pet(s) and agree to reimburse/pay either Barks & Recreation or the veterinarian in full before picking up my pet(s).

Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Printed Name: \_\_\_\_\_