



## GROOMING RELEASE

Your pet is very important to us at K9 Krazy Grooming, and we would like to assure you that every effort will be made to make sure your pets grooming experience as safe and pleasant as possible. **All Pets must be current on all vaccinations before grooming. We have the right to refuse service to anyone.**

**Health or Medical Problems:** Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. **We have the right to stop any groom and refuse further service if we feel is medically unsafe for any pet.** This release gives K9 Krazy Grooming full authorization to seek medical treatment from nearest veterinarian (Alicia Pet Care Center) in the case of any medical emergencies while in our care. All medical expenses for veterinary care will be covered by the animal's owner upon signing this contract/agreement.

**Accidents:** 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 wiggling 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. **If we feel it is serious, K9 Krazy Grooming will seek immediate veterinary care for your animal at our expense.**

**Fleas/ Ticks:** If your pet has any fleas they will be given a flea bath at your expense of \$5-\$20. We will remove any ticks we find and notify you at pick up.

**Use of Muzzles:** The use of muzzles protects both the pet and the groomer in situations where pets are showing aggression. IF your groomer feels it is necessary to use a muzzle or e-collar one may be used for everyone's safety. If a pet acts in a way that is dangerous, K9 Krazy Grooming has the right to stop grooming services at any time. We do not muzzle unless a pet unless it gives us a reason to.

**Dangerous or Aggressive Animals-Refusal of Services:** K9 Krazy Grooming has the right to refuse any services at any time. In the event that your pet is too stressed or becomes too dangerous to groom, we has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee.

**Interruptions During Grooming Services:** <sup>[L]</sup><sub>[SEP]</sub>For the safety of the pet being groomed, as well as your professional pet groomer, it is asked that you do not interrupt the groomer during grooming and please wait outside the salon while your pet is on the table. 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.



**Matted Coats:** Pets with severely matted coats require extra attention and in some cases your pet may need to be shaved down. A matted coat prevents air from reaching your pet's skin resulting in irritated skin. Shaving uncovers these conditions as well as any other skin problems that may have developed from lack of grooming. Please note that it is difficult to shave down matted pets and there will be an extra charge for this service because of the time and caution needed. De-matting charges are \$1.00 per minute of de-matting

**Cancellations/No call, No Show** we ask that any cancellations are made at least 24 business hours in advance. Late cancellation fees or no show fees can be applied. \$25 dollars for repeat offenders.

**Late Pick Up Fee:** We ask that pets be picked up immediately after completion unless otherwise worked out with your groomer. **Pets not picked up by 4:30 will be charged a late pick up fee of \$25 dollars.** Pets finished after 4pm must be picked up within 30 minutes of completion or a late pick up fee of 25 dollars will be added. We will never leave your dog in the salon, so always expect a call from us. If it is getting close to closing, call and check in for a pick up time.

**Payment:** Payment is due at time of pick-up. We accept cash, all major credit cards, and checks.

**Satisfaction:** Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments **when you pick-up your pet from his/her appointment.** Once, however, you take your pet home from the appointment, any return visits after 48 hours will be treated as a new appointment and client will be charged a grooming fee or some kind.

**Photographs:** This release authorizes K9 Krazy Grooming to take photos of your pet for client files, advertisement, company website, and social media pages.

I have reviewed this Service Contract and understand the contents of this contract. I affirm that I am the rightful legal owner of the pet(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting K9 Krazy Grooming to accept future appointments for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read and agreed to the terms above.

**Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_