



## Grooming Policies & Release Form

Your animal is very important to us and The sPaw would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible. Safety comes first for everyone during the grooming process: people as well as the animals. You are required to execute a Grooming Release Form prior to any services being performed.

*(please initial each policy below as being read and understood)*

### \_\_\_\_\_ Leashes

All dogs must be kept on a leash in the parking lot and in the building unless in a private, closed room.

### \_\_\_\_\_ Current Vaccinations

All pets being serviced in our grooming salon must be current on their rabies vaccination and provide documentation of such if they are using full-service grooming services. If they are using self-service grooming services, they must provide if requested. All puppies must be at least 12 weeks old and current on their puppy series vaccines with documentation of such.

### \_\_\_\_\_ Health or Medical Problems

Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the animal's owner.

### \_\_\_\_\_ Accidents

Although accidents are very rare, there is a risk when handling pets. Although we use extreme caution and care in all situations, grooming equipment is extremely sharp and possible accidents can occur, including (but not limited to): cuts, nicks, scratches or quicking of the nails. 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. If The sPaw feels it is an accident requiring veterinary attention and the pet owner is not on-site, The sPaw will seek immediate veterinary care for your animal.

### \_\_\_\_\_ Veterinary Authorization - Medical Emergencies

This release gives The sPaw full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any medical emergencies while the pet is in the care of The sPaw. All veterinary costs and expenses will be the responsibility of the animal's owner.

### \_\_\_\_\_ Cancellations/No call-No Show

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any rescheduling or cancellations be made at least 24 business hours in advance or a fee of \$15 will apply. If you do not show up to your appointment, this is considered a "no-call, no-show" and a fee of \$20 will apply. This payment is required to be paid before another appointment may be scheduled.

### \_\_\_\_\_ Late Pick-up

When dropping off your pet we will give a timeframe of when we anticipate completion of services. Please keep in mind that grooming can be a very time consuming and unpredictable process depending upon the dog's behavior and the condition of the coat, as well as when clients arrive for their appointments. We will do our best to manage to the approximated time given but please understand that factors outside our control can influence how long the process may take. All pets brought in for grooming must be picked up within one (1) hour of the time they are informed their

pet is ready. A \$15 late fee will be charged for any pets remaining after that one-hour timeframe. We are not held responsible for anything that may happen while your pet is waiting to be picked up.

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**Fleas/Ticks**

If fleas are found on your pet, it is The sPaw's grooming policy to give a flea bath at an additional minimum cost of \$15. We will notify you, if possible. This cost covers the special shampoo; time and extra clean up to insure no fleas or ticks are active in our spa. Flea shampoo kills the fleas on the pet, if fleas are in the home/pet area, the flea shampoo will not protect the pets from them once they leave the unit. If ticks are found we will remove them for no extra charge and the owner will be notified.

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**Dangerous or Aggressive Animals – Refusal of Service**

The sPaw has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, The sPaw has the right to refuse services, stop grooming services or cancel services at any time before, during or after grooming and the client will be charged a grooming fee for the services rendered until that point.

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**Sedated Pets**

We do not work on sedated pets as there is a risk of side effects from the sedation that we are not medically trained to handle. If you sedate your pet for its appointment and do not inform us of it, you understand that we will not be held liable for any repercussions related to the sedation. If we believe your pet has been sedated, we will refuse services or stop services and a fee will be charged for services rendered until that point.

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**Matted Coats**

Pets with severely 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 parasite infestations and infections. The sPaw will not cause serious or undue stress to your pet by de-matting excessively matted coats and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that exist prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasion and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. If your pet needs to be shaved to remove matting, you acknowledge that you agree to this procedure any risk presented. There will be an additional charge for this process: it is very time consuming and causes extra wear on grooming materials. De-matting will be charged \$1 per minute and if we must shave your dog, a Matted Shave Fee of \$15-\$35 will apply in addition to the cost of the groom.

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**Muzzles**

The sPaw does not muzzle a pet unless the pet's behavior leaves us no alternative. Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If you pet still acts in a way that is dangerous, The sPaw has the right to stop grooming services at any time and a service fee will be collected for services rendered thus far.

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**Payment**

Payment is due at time of pickup. We accept cash, debit or credit cards. We do not accept checks.

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**Satisfaction**

Your satisfaction is important to us. If you are unhappy for any reason, please visit with the manager when you pick up your pet from his/her appointment. We also understand that your pet is excited to see you when you pick them up, making it hard to closely evaluate the haircut. If, once you get home, you decide you would like something adjusted, please call and we'll make arrangements. You must call and bring in your pet within 24 hours of picking them up from their appointment.

Owner's Printed Name \_\_\_\_\_

Owner's Signature \_\_\_\_\_

Date \_\_\_\_\_