

GROOMING RELEASE FORM

Every Client is required to sign that they have read, understand and agree with this form upon receiving grooming services. This agreement will be in force through the duration of our client/salon relationship for all of our locations, and will be kept in our files. Your pet is very important to us. Paws Resort would like to assure you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible. Safety comes first for everyone, people as well as the pets, during the grooming process. Please initial the dotted lines and please sign the form at the bottom.

-----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 pet'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, quicking 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 Paws Resort feels it is serious, and the owner is not on-site, Paws Resort will seek immediate veterinary care for your pet. If any such remote accident occurs, and Owners feel that Veterinary care is required, Paws Resort will not be responsible for any such care.

-----Veterinarian Authorization-Medical Emergencies

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

-----Current Vaccinations

Any new puppy clients being serviced in our salon must be up to date on all puppy vaccinations. Adult/senior dogs must be current on Rabies and Distemper. Must provide veterinarian information.

-----Fleas

Paws Resort strives to be a flea-free salon. If during the grooming process we find that your dog or cat has fleas, he/she will be given a flea bath. There will be additional charge of \$15. Pets with extreme infestation may be charged more. 30-day flea treatments are also available at an affordable price.

-----Dangerous or Aggressive Pets-Refusal of Services

Paws Resort has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, Paws Resort 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 (for what was done up until that point). Additionally, if extensive handling is required, a handling fee may be added.

-----Use of Muzzles

Muzzling does not harm your pet and protects both the pet and the Groomer. In some cases, muzzling may even calm a stressed pet, allowing the grooming process to continue. If a pet still acts in a way that is dangerous, Paws Resort has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

-----Interruptions During Grooming Services

For the safety of the pets being groomed, as well as the professional pet Groomer, it is asked that you do not interrupt the Groomer during grooming. If you arrive to pick up your pet and it is still being groomed, please DO NOT talk to your pet or allow him/her to see you. Please step outside for a few moments until the groom is completed. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet or the Groomer, we reserve the right to end the grooming session, even if the groom is not completed and the full grooming price will be charged.

-----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. Paws Resort will not cause serious or undue stress to your pet by dematting. Mats can be very difficult to remove, 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 existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. If your pet needs to be shaved to remove matting, by signing for this form, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge (to be determined by Groomer) for this process: it is time consuming, and causes extra wear and tear on grooming equipment, to be determined by your Groomer. Must sign matted dog release form*****

-----Payment

Payment is due at time of pick-up/drop-off. We accept cash, check, Visa, MasterCard & Discover.

-----Satisfaction Guarantee

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. Any other adjustments may be made within 24 hours of pickup at no additional cost. Otherwise it will be considered a new service.

-----Elderly Pets

If your pet is over 10 years old, you will be required to sign a “Senior Pet Release”.

-----Photographs

This release authorizes Paws Resort to take photos of your pet for client file and for company website and Facebook page. All photos taken are the property of Paws Resort.

-----First Policy: Quality Counts: We are a quality salon and want to provide grooming services of a high standard for your pet. We don't skimp on getting a proper job done. We work on a first-come-first-serve basis. If you are concerned with your pet being at our facility for more than 2-3 hours (average time for small dogs) or 4-5 hours (for large dogs), we suggest that you arrive when our salon opens. This puts your pet first in line, therefore grooming may be completed in a shorter turnaround time than if you arrive later in the day. We are open seven days per week, however Thursdays, Fridays, Saturdays and weeks prior to holidays tend to be our busiest grooming days. Turnaround times will extend on these days for late morning and afternoon arrivals.

-----Cancellations: Paws Resort requires AT LEAST 24 hours' notice to change or cancel an appointment. Failure to call Paws Resort at least 24 hours in advance may result in a cancellation fee per dog of \$25.00 which will be added to the next groom fee.

-----Late Arrivals: Paws Resort schedules by appointment, it is extremely important that all clients show up on time for their designated time. If clients arrive more than 15 minutes past their scheduled time, the appointment will be canceled and will need to be rescheduled. A \$25.00 cancellation fee per dog may apply.

-----No-shows: No Shows will be charged a \$35.00 no show fee per dog which must be paid before the next appointment is scheduled. After 2 no shows, all customers must pre-pay, in cash, for any and all future appointments. Pre-payments are non-refundable.

-----Late Pickups: We ask that all dogs be picked up within 1 hour of their groom being completed. Pick-ups after 1 hour could result in a fee of \$5 per every 10 minutes. Last appointment of the day must be picked up by our closing time. We will always inform our clients of our closing time upon drop off. Pickups past closing time will result in a late fee of \$5 for the first 10 minutes followed by \$1 per minute onward.

I have read and accept this policy for the groom today and for any and all future grooming sessions.

Owners name: _____

Pets name: _____ Number of pets#: _____

Additional Pets Name: _____

Please circle: Female or male. Spayed-Neutered: yes, or no

Veterinary information: _____

Signature: _____ Date: _____