

# Wag 'N Wash, Inc.

## Client Grooming Agreement

**Current Vaccinations/Veterinarian Information:** By signing this contract, owners verify their pets are current on Rabies vaccines. Proof of Vaccination or current Titer testing shall be provided to **Wag 'N Wash** as well as current Veterinarian information. Special circumstances will be taken into consideration.

**Aggressive or Dangerous Pets:** Owners MUST inform **Wag 'N Wash** if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. **Wag 'N Wash reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge.** If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage. If proof of the pet's current Rabies Vaccination has not been provided to **Wag 'N Wash**, or verified by a Veterinarian, the pet may be impounded by Animal Control for the required quarantine period.

**Health or Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet this contract/agreement will give **Wag 'N Wash** permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by **Wag 'N Wash**. We will do our best to contact you first, and then take your pet to your authorized Veterinarian or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

**Mat Removal:** Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. **Wag 'N Wash** 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 the 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, 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 per minute for dematting up to \$60/Hour in addition to haircut charge.

**Puppy's first Haircut:** The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing & combing their coats. Frequent handling of paws can help pets better accept nail clipping or trimming around the feet. Puppies should have completed all vaccinations prior to their first groom.

**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, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. **If you arrive to pick up your pet and it is still being groomed, please do NOT talk to it or allow it to see you.** Sit quietly, or step outside for a few moments. 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. **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.**

**Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed **BEFORE** your grooming appointment is made. Flea infestations can lead to tapeworm and other health problems. Please see your Veterinarian about available effective products. If fleas or ticks are found during the grooming process, your pet will be treated with a natural product to kill the parasites and will be charged for. **Please note – Wag ‘N Wash will not use pesticides on your pet.** Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease. Please note that parasites are a health hazard to your pet as well as to humans.

**Hold Harmless Agreement:** By signing this contract your (or your Agent) agree to hold **Wag ‘N Wash**, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown **to Wag ‘N Wash**. 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 further understood this clause applies to any and all pets groomed.

**Late Pick-Ups:** Please be on time to pick-up your pet(s). We work by Appointment and do not have the staff or facilities for your pet to stay after the groom has been completed. To enforce this policy, a **\$1.00 PER MINUTE LATE CHARGE** will be added to your ticket. In addition, **if your dog is not picked up by closing for the day, and additional \$50.00 kennel charge may also apply.**

**No-shows & Cancellations:** No shows, last minute cancellations (unless it is an emergency) (**less than 24 hours notice**) or continual re-scheduling are subject to a **\$25.00 FEE PER PET** which will be added to your next ticket. You may reserve another appointment by a credit card charge for a full groom and the no-show fee (no refund if appointment is not kept), or Pre-Payment for same will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continued basis. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we knew. **Please note - No Shows or Last Minute Cancellations during Holiday weeks will result in pre-payment prior to ALL future appointments.**

**Returned Check Policy:** Checks that are returned non-payable are subject to a **\$30.00 Service Fee**. Future appointments must be paid in Cash, Visa or Mastercard **PRIOR** to the start of your pets next grooming.

I have read and agree to the policies of Wag ‘N Wash, and have received a copy for my records.

Pet Owner's Name \_\_\_\_\_ Date: \_\_\_\_\_

Pet(s) Name: \_\_\_\_\_ Breed: \_\_\_\_\_

**Note: This form will automatically apply to any and all additional pets acquired by above Pet Owner.**

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DIFFICULT PET NOTICE

Pet/customer name:

Grooming presents many risks, especially with pets that are resistant to restraint or handling.

Pets that are very difficult may experience injury during grooming as a result of their OWN behavior. Reactive and jerking behavior means that there is an increased chance of cuts or nicks from the clippers or scissors. While we can use a muzzle to keep from being bitten, to make grooming possible, many pets will try repeatedly to scratch the muzzle off of their face and may injure themselves trying to get the muzzle off. We cannot safely groom the head and face of a dog that needs a muzzle and bites us or our equipment.

Some dogs struggle and throw themselves against restraint so violently that they may pull or bruise a muscle. This can occur when we are simply trying to hold the pet still so we can use our (sharp) equipment safely.

We are willing to try and groom your pet, despite its behavior and we will proceed with care and caution, but we will not assume liability for any vet bills resulting from injury during grooming.

While cuts and nicks are rarely any more significant an injury than you would experience if you cut yourself shaving, we want to be sure you are aware of the risks, and possible vet expense you may incur.

Because of the extra time it takes to handle your pet safely, in the future we will have to charge an additional \$\_\_\_\_\_ for our grooming service.

So the new price will be \$\_\_\_\_\_.

We may have to schedule a priority groom and have you present for the entire grooming process. Priority grooming costs an additional \$25.

We may be unable to groom your pet at any price, and recommend that instead you use a vet who provides grooming services and can sedate your pet.