

SPEARFISH GROOM & BOARD

CLIENT GROOMING AGREEMENT

Current Vaccinations: By signing this contract, owners verify their pets are current on Rabies, Distemper and Bordetella vaccinations. Proof of Vaccinations or current Titer testing shall be provided to Spearfish Groom & Board upon request as well as current Veterinarian information. Special circumstances will be taken into consideration.

Aggressive or Dangerous Pets: Owners MUST inform Spearfish Groom & Board 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. We reserve the right to refuse/stop services for such pet(s) at any time before or during the grooming process.

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. Such pets have a greater chance of injury and will be groomed for cleanliness and comfort, in styles that will not add to their stress. Senior/Injured dogs can take longer to groom and owners will need to allow proper time for the groom to be finished. Owners need to inform the groomer of any allergies your pet may have. **We use a Hypo-allergenic shampoo for all pets.** In the best interest of your pet this contract/agreement will give Spearfish Groom & Board permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by Spearfish Groom & Board. We will do our best to contact you first, then take your pet to a Spearfish Veterinarian of our choice. 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. 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.

Spearfish Groom & Board 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.

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.

Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part is needed. Flea infestations can lead to tapeworm and other health problems. If fleas or ticks are found during the grooming process, your pet will be treated with a natural product to kill the fleas and will be charged for. Please note – Spearfish Groom & Board will not use pesticide dips or sprays on your pet. Ticks found will be removed for an additional charge. If ticks or other parasites are found, we strongly suggest you have your pet treated by your Veterinarian. Please note that parasites are a health hazard to your pet as well as to humans.

Initial here if you understand and agree to these terms: _____

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Double-Coated Dogs: If your pet has a double coat, shaving/cutting the coat may cause it to grow back in patches, or not grow back at all. Every time the coat is cut there is a 50% chance of coat damage. Please talk to the groomer if you have any questions about this.

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.

Hold Harmless Agreement: By signing this contract your (or your Agent) agree to hold Spearfish Groom & Board, 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 Spearfish Groom & Board. 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 now or in at future appointments.

No-shows & Cancellations: No shows and last minute cancellations are subject to a \$25 fee which will be added to your next ticket. 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 had known.

Daycare: We will contact you when your dog is finished with his/her groom. If you have not picked up your dog within the hour after being notified a \$10 daycare fee will be added to your bill to accommodate our boarding staff. All grooms must be picked up by 3pm.

Do you give Spearfish Groom and Board permission to post photos of your pet on social media? Circle One:
YES NO

I have read and agree to the policies of Spearfish Groom & Board.

Print Name _____ Phone: _____

Pet(s) Name(s) _____ DOB: _____

Address _____

Email _____

Were you referred by someone? Who? _____

Signature _____ Date: _____