

# CLIENT GROOMING AGREEMENT

**Aggressive or Dangerous Pets-** Owners must inform The Doggy Detailer if your pet(s) bite(s), has bitten, or is aggressive to people other animals or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet and protects both the pet and the groomer. The Doggy Detailer reserves the right to refuse/stop services for such pets at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge.

**Health or Medical Problems & Senior Pets-** Grooming procedures can sometimes be stressful, especially for a senior pet with health problems, and can expose hidden medical problems or aggravate a current one during or after a groom. Because senior 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 The Doggy Detailer permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by The Doggy Detailer. The Doggy Detailer will do our best to contact you first, and then take your pet to your Authorized Veterinarian or to the nearest Veterinarian available. It is further understood that the owner will obtain Veterinary care for their pet(s) within 24 hours of the grooming date should such action be deemed necessary by The Doggy Detailer. It is agreed that all expenses for Veterinary care will be covered by you, 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. The Doggy Detailer 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 difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of cuts, nicks, and skin irritation/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 regrow. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or 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 dematting.

**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 nicks, cuts, scratches, quicking of the nails, etc. In most cases this can happen when the pet is wiggling or moving around. If you arrive early to pick up your pet, please do NOT talk to it or allow it to see you. Please step outside quietly for a few moments. Every effort is made to groom your pet as safely as possible, but an excited pet is dangerous to continue to work on. A pet that is deemed to be excited due to owner's interference will have its grooming session concluded whether it is finished or not, and full price will be charged.

**Hold Harmless Agreement-** By signing this contract you agree in no way to hold The Doggy Detailer its owners and operators, harmless from any damage, loss, or claim arising from any condition of the undersigned pet(s) either known or unknown to The Doggy Detailer. 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 that this clause applies to any and all pets groomed.

I have read and agree to the policies of The Doggy Detailer.

Name \_\_\_\_\_

Date \_\_\_\_\_