

## Grooming Policies and Release

(Please sign and initial as read and understood)

Your fur-baby is very important to us and *CJ's Canine Country Club*! I would like to assure you that every single effort will be made make your baby's grooming experience as safe and pleasant as possible. Safety comes first for everyone in the grooming process: people as well as the animals. You are required to execute a Grooming Release Form prior to any services being performed.

### 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 agreement.

### 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 quickening 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.

### Veterinarian Authorization—Medical Emergencies:

This release gives *CJ's Canine Country Club* full authorization to seek medical treatment from the VCA (Bright Rd) in case of any medical emergencies while the pet is in the care of *CJ's Canine Country Club*. All veterinary costs and expenses will be the responsibility of the pet's owner.

*I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the pet(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting CJ's Canine Country Club to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed and agreed to the above.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Please initial each policy below as read and understood)

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

(initial) All pets being serviced in or grooming salon must be current on their Rabies vaccinations and provide documentation of such. All puppies must be 9wks and current on their puppy series vaccines wit documentation of such.

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

(Initial) Because we book on a 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 call to cancel and do not show up to your appointment, this is considered a "no-call, no-show" and **a fee of \$20 will apply** and *is required to be paid before* another appointment may be scheduled.

### \_\_\_\_\_ Extended Stay

(initial) Dogs that are left in our care for more than 30 minutes before their scheduled appointment and/or for more than one hour after we call you and/or leave a message that they are done will incur a charge of **\$5 per hour**. Dogs that soil their crate resulting in the need for an extra bath during their extended stay will incur a charge equal to 50% of their regular bath price for this service.

### **Fleas/Ticks**

(initial) Flea/ Tick treatment is required from April through November to enter the salon. If your pet has any fleas, they will be given a flea bath at your expense of a \$10 in addition to the base cost of the bath/groom. If you do not want them to receive one, you can reschedule your appointment after the fleas are resolved by you.

### **Dangerous or Aggressive Pets—Refusal of services**

(initial) *CJ's Canine Country Club* has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, *CJ's Canine Country Club* has the right to refuse services, stop grooming services or cancel services at any time before, during or after grooming and will be charged a grooming fee for services rendered until that point.

### **Sedated Pets**

(initial) We do not typically 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 this 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.

### **Matted Coats**

(initial) 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 infection. *CJ's Canine Country Club* 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 abrasions, 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 that you agree to this procedure and any risk presented. There will be an additional charge for this process: it is very time consuming, and causes extra wear on grooming equipment. **De-Matting will be charged at \$1 per minute**, and if we must shave your dog, a **Matted Shave Fee of \$10-\$50** will apply in addition to the cost of the groom.

### **Other Fees**

(initial)

*Special Handling Fee*- if your pet requires a second handler to be safely groomed, **a fee of \$10 or more will apply.**

*Expedited Groom Fee*- if your pet needs to be groomed straight through (no cage, no breaks) for health, medical or stress reasons, or it is requested by the owner, **a \$10 fee will apply.**

*Muzzling Fee*- if your pet needs to be muzzled at any point during the groom for safety reasons there will be a **\$10 fee.**

### **Payment**

(initial) Payment is due at the time of pick-up. We accept cash, check and credit card.

### **Satisfaction**

(initial) *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 from his or her appointment. We also understand that your pet is excited to see you when you come to pick them up making it hard to closely evaluate the groom. If, once you get home, you decide you would like something adjusted, please call us and we'll make arrangements. You *must call us and bring in your pet within 24 hours of picking up* from their appointment, otherwise a fee may apply.