

Grooming Release Form

Current Vaccination/Vet Info: Proof of vaccination or current titer testing and vet information must be provided PRIOR to any grooming services being conducted. Extraordinary circumstances, such as a waiver from your vet, will be considered.

Aggressive or Dangerous Behavior: Owners MUST INFORM Pilgrim's Paws and The Lodge for Pampered Pets if your pet growls, bites/has bitten, or is aggressive to people, other pets, or during prior grooming experiences. Muzzling will not harm your pet, and protects both them and the groomer. Pilgrim's Paws reserves the right to refuse service at any point during the grooming experience and charge an additional \$25 handling her in addition to the regular grooming charge.

Health, Medical Issues & Senior Pets: Grooming experiences can sometimes be stressful, especially for a senior pet or a pet with diagnosed medical condition. These instances can expose hidden conditions or aggregate a current one during or after a groom. Because of these possibilities, pets at risk will be groomed for cleanliness and comfort in ways that will not add additional stress. In the best interest of your pet, this agreement gives Pilgrim's Paws permission to obtain immediate vet treatment for your pet, should it be deemed necessary. We will do our best to contact you prior, then transport your pet to your authorized vet or an emergency clinic. All medical expenses for services that fall under this clause are the responsibility of the owner.

Now-Shows and Cancellations: No-shows and last-minute cancellations are subject to a \$25 FEE PER PET which will be added to your next invoice. Pre-payment for all services will be required if the issue becomes persistent. We know emergencies occur and we will work with you the best we can, but on a continuing basis. Please be respectful of our time as we are a by-appointment business and your spot could have been filled if we had at least a 24 hour notice.

CLIENTS 15 MINUTES LATE RISK LOSING THEIR APPOINTMENT WITHOUT NOTICE

Accidents and Injuries: Unfortunately when you're working with live animals and sharp tools, there is always a risk of an accident occurring. Though Pilgrim's Paws always uses extreme caution and care in all situations, potential injuries can occur such as cuts, scrapes, quicking of nails, etc. If you arrive to pick up your pet and happen to see them still being worked on, please DO NOT talk to them or allow them to see you. Please wait quietly in the lobby where they will be brought out to you when they are finished. Every effort will be made to ensure your pet is groomed safely, however some pets can have negative skin reactions to some products and services, such as ear cleaning and plucking.

Matting Release Clause: Pets with matting require extra attention and time during their grooming service. Pilgrim's Paws will never allow a pet to be bathed and groomed while leaving

matting on and left to be addressed later. Mats left in a pet's coat will only grow tighter, potentially cutting off the circulation to the skin underneath, eventually tearing it open. Pilgrim's Paws does not wish to cause undue stress and pain to your pet and will not continually demat for you. Mats can be exceedingly painful to remove, and will be evaluated at each appointment. When necessary, it will be advised that your pet will have to be shaved in order to remove the matting safely. Mats can block airflow to the skin, trapping moisture and causing skin conditions that wouldn't be there otherwise. After effects of matting can include redness and irritation, matting, hematoma of the ear, or failure of hair regrowth. In some cases, pets can exhibit brief behavioral changes after having matting removed. Prevention is the best defense and Pilgrim's Paws can take the time to show you proper home maintenance if you wish. **Additional charges can occur for matted pets.**

NOTE: WE WILL ATTEMPT TO CONTACT YOU IF YOUR PET MUST BE SHAVED DOWN DUE TO MATTING IF NOT OTHERWISE AGREED UPON OR IF ADDITIONAL MATTING CHARGES EXCEED \$10. IF WE ARE UNABLE TO REACH YOU, WE WILL DO WHAT WE DEEM IS SAFEST FOR THE PET'S HEALTH.

Parasites: If fleas or ticks are found during grooming, your pet will be treated with a flea and tick shampoo to kill all parasites currently on the skin. We do not offer a long term preventative. Additional charges will occur.

Hold Harmless Agreement: By signing this contract, you (or the agent representing you) agree to hold Pilgrim's Paws and The Lodge for Pampered Pets, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet,, either known or unknown. It is also further understood and agreed, the terms and conditions of this agreement can change at any time, without notice, and will overwrite any and all 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 listed above.

Name/Signature: _____

Phone Number: _____

Secondary Number: _____

Animal Hospital: _____

Pet(s) Name and Breed: _____