

Bradford Hills
VETERINARY HOSPITAL



Pet Hotel & Grooming Salon
www.BradfordHillsVeterinaryHosp.com

Grooming Salon Contract and Release form

Owner's Name: _____

Address: _____

Phone: _____

Email: _____

Emergency Contact: (If we are unable to reach you) _____

Pet's Name & Age _____ Breed: _____

Spayed YES NO Sex: Male Female

Veterinary Hospital Address, Phone # _____

Vaccinations up to date: Yes No - Please provide records from Veterinarian for proof of vaccination

Flea preventative: Yes no

Date administered: _____

Medical
Conditions: _____

Has your pet ever bitten? Yes No

Is your pet aggressive with other animals? Yes No

Aggressive with people? Yes No

What would you like us to know about your pet?: _____

New client assessment: On the pet's first visit our groomer will do an assessment of your pet's skin, coat, ears, nails and teeth so they can properly address their unique needs. Notes are taken on any behavioral or health concern, preferences or individual requirements to provide a custom stress free grooming experience for your pet. For Dogs

requiring a more specialized grooming experience due to concerns observed during their first visit a fee will be charged for a one on one with the groomer to discuss the best options for future appointments.

No -shows & Cancellations: A 24hour cancellation notice is required. No shows, cancellations or continual re-scheduling are subject to a \$25.00 FEE PER PET which will be added to your next appointment. You may reserve another appointment by credit card for a full groom and the no- show fee. We understand there are 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.

Client Grooming Agreement Current Vaccinations/Veterinarian Information: By signing this contract, owners verify their pets are current on Rabies, Bordetella and Distemper. Proof of Vaccination or current Titer testing shall be provided to Bradford Hills Grooming Salon (BHGS) prior to appointment.

Aggressive or Dangerous Pets: Owners MUST inform BHGS if your pet(s) bite, 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. BHGS reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for Aggressive Dogs 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.

Health, Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet or pet and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give BHGS permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to Bradford Hills Veterinary Hospital, located in the building. 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. BHGS 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 regrow. Shaved pets are also prone to sunburn and 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 dematting

Shave-downs: Shave-downs may cause skin irritation, sunburns, chance of improper coat growth, cutting of moles and skin tags.

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.

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 they are still being groomed, please do NOT talk to them or allow him/her to see you. Every effort will be made to ensure 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. Flea infestations can lead to tapeworm and other health problems. We do offer effective products and can apply treatment if requested. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. If ticks are found, we strongly suggest you have your pet tested for Lyme disease or other tick-borne illnesses. Please note that parasites are a health hazard to your pet as well as to humans.

Note: This form will automatically apply to any and all additional pets acquired by the Pet owner.

Bradford Hills Grooming Salon is committed to providing a safe, healthy environment for all of its customers and their pets. Pet ownership, and grooming however, present certain risks. Such risks include, but are not limited to dog bites, dog fights, transmission of diseases, and other incidents that may occur on the premises of BHGS or while pets are being exercised off the premises. For the sole consideration of BHGS allowing the undersigned (“Releasers”) to receive Services from BHGS, on his/her behalf of his/her heirs, executors, administrators, assigns and all co-owners of Releasers pet(s), hereby now and forever, fully and finally, release, acquits, and discharges Bradford Hills Veterinary Hospital, Pet Hotel and Grooming Salon from any and all claims, demands, rights and causes of action whatsoever kind and nature, arising from, bodily and personal injuries, damage to property, and the consequences thereof, no matter the cause, resulting from or in any manner related to the provision of Services offered by BHGS. Releaser understands and acknowledges the significance and consequences of such specific intention to release such claims and hereby assumes full responsibility for any damages or losses incurred by releaser by reason of the aforesaid release. Releaser hereby authorizes BHGS to obtain medical and vaccination records for Releasers pet(s), to contact Releasers veterinarian directly for purposes of obtaining such records.

By my signature, I acknowledge that I have read, understand and agree to terms and conditions in this agreement.

Sign: _____ Date: _____