

## **Raggedy Dog Grooming, LLC**

### **Client Grooming Agreement**

All dogs must have current Rabies vaccination from a veterinarian on file, Raggedy Dog Grooming recommends that dogs should also be vaccinated for Distemper/Parvo and Bordetella. Please talk to your vet for more information on these vaccines.

**Aggressive or Dangerous Pets:** Owners MUST inform Raggedy Dog Grooming if your pet bites, 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 pets 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. Because senior pets and 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 Raggedy Dog permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first; if contact cannot be made we will take your pet to your authorized vet or to the nearest vet that is available. It is agreed that all expenses for veterinary care will be covered by the pet's owner upon signing this contract/agreement, unless an accident occurs during the grooming process.

**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. Raggedy Dog Grooming does not wish to cause serious or undue stress to your pet, and will not continually demat your pet for you. Mats can be very difficult to remove, and may require the pet to be shaved. 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. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There will be an extra charge for mat removal.

**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, kinking 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 he/she is still being groomed, please do NOT talk to or allow your pet 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.

**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 parasites. Please note we will not use pesticide dips or sprays on your pet. Ticks found will be removed. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease. Please note that parasites are a health hazard to your pet as well as to humans.

**Additional Services:** Anal glands are expressed at every groom, during the bath. Raggedy Dog charges \$10 for gland expressing without a groom. Nails trims are also included in a groom, but can be done outside of a groom for \$10. Raggedy Dog Grooming only accepts cash or check for these services outside of a groom.

**Drop offs & Pick-Ups:** Dogs may be dropped off within 15 minutes prior to appointment time. Drop offs earlier than 15 minutes, MUST be pre-arranged by your groomer within 48 hours prior to your appointment day. Clients will be given an ESTIMATED time of completion upon drop off. Please understand that this is an estimation and for reasons beyond our control circumstances may arise where grooming may be done early or may take longer than initially estimated. You will be called to pick up your dog immediately after grooming. Dogs must be picked up within 30 minutes after grooming, unless arrangements were pre-arranged by your groomer. If your dog is not picked up within those 30 minutes, you will be charged a \$3 fee per each additional 10 minutes or \$10 per additional 30 minutes.

**No-shows:** No shows are subject to a \$30.00 FEE PER PET which will be added to your next ticket. Pre-Payment for same will be required before another appointment is booked. 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. Note: Clients 15 minutes late risk losing their appointment without notice.

**Returned Check Policy:** Returned checks are subject to a \$35.00 service fee. Future appointments must be paid in Cash or Credit Card.

**Face Book Page:** We do have a public Face Book page. We post pictures of our new clients first groom with us, and post pictures of the dogs playing and having fun at the shop from time to time. By signing this agreement, you are allowing us to post your dog's picture on our Face Book page.

**Hold Harmless Agreement:** By signing this contract you agree to hold Raggedy Dog Grooming, its owners, and employees, harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Raggedy Dog Grooming.

I have read and agree to the policies of Raggedy Dog Grooming

Name \_\_\_\_\_ Phone# \_\_\_\_\_

Date \_\_\_\_\_

Pet's Name \_\_\_\_\_

Veterinarian \_\_\_\_\_