

## Grooming Release Agreement

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Please make sure to alert us of any current or past issues so that we may keep an eye out for them. All medical expenses for veterinary care will be covered by the pet's owner upon signing this contract/ agreement.

Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although 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 an animal 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 of the accident. If Central Bark feels it is serious, and the owner is not on-site, Central Bark will seek immediate veterinary care for your pet with the closest vet clinic.

This release gives Central Bark full authorization to seek medical treatment from the nearest vet clinic (Western Veterinary Hospital), in the case of any medical emergencies while in the care of Central Bark.

### **Vaccinations**

All pets are required to be current on all vaccinations including Rabies, DH2PPV and Bordetella. Kennel cough (bordetella) is a respiratory condition caused by a variety of viruses and bacteria often spread by direct contact by dogs. Even when vaccinated, there is still a chance your dog could get kennel cough (similar to the human flu).

### **Fleas, Lice and Ticks**

If your dog is found to have fleas or canine lice, Central Bark will unfortunately be required to refuse service and your appointment can be rescheduled. Your dog must be treated for fleas or lice at least 1 week prior to returning for a new appointment. Ticks will be removed by the groomer, there may be an extra charge for tick removal.

### **Refusal of Service**

Central Bark has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, Central Bark has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming, and the client will be charged a grooming fee (for what was done up until that point).

### **Use of Muzzles**

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, Central Bark has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet first, muzzling is a last resort.

Dogs that require muzzling or extra staff to help manage them will be charged at a higher than standard grooming rate. This is because dogs showing aggression or acute nervousness take much longer to groom.

### **Interruptions During Grooming Services**

For the safety of the animals being groomed, as well as the professional pet groomer, it is asked that you do not interrupt the groomer during grooming. 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. After dropping your pet off, please do not stop back in the shop until you have received a phone call from us that your pet is ready or until your given pick up time. If you have any questions after drop off, please call us.

### **Matted Coats**

Animals with severely matted coats require extra attention. Mats in an animal's coat grow tight, and can ultimately damage and tear the animal's skin, which provides a breeding ground for parasite infestations. Your dog may need to be shaved, and a specific cut may not be able to be done.

Central Bark will not cause serious or undue stress to your pet by dematting. Mats can be very difficult to remove 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 existed 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. Prevention is the best defense by scheduling regular grooming appointments, every 4-8 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge for this process: it is time consuming and causes extra wear and tear on grooming equipment.

### **Cancellations/No Shows**

Groomers' wages are commission-based. If you need to cancel at the last minute, or you do not show up for your appointment, the groomer loses income. This is why Central Bark Doggy Daycare and Grooming Spaw has a strict cancellation policy to protect our groomers and make sure that this does not hurt their bottom line.

If you are going to miss your appointment for any reason, please contact us ASAP. We require at least a 24 hour notice for all cancellations or rescheduled to allow us time to fill the space with a customer from our waiting list. Please see below for fee/charges.

- We **do not accept** changes or cancellations to appointments via email or social media. You must call the store at (403) 245-2215.
- Changing an appointment the day before (up until the store closes – voicemails after store hours is considered a same day cancellation) **\$30** fee.

- Same day cancellation **50%** of the grooming fee will apply.
- No shows (meaning no phone call or calling after the appointment has already started) **100%** of the full grooming fee will apply.
- If a client were to cancel or no-show up to 2 times within a 12 month period, we will require them to pre-pay the **full cost** of the groom, prior to booking another appointment. This charge will be **non-refundable**.
- Groomers set aside a specific amount of time for each groom. If you are late for your appointment after 15minutes your appointment will be cancelled and you will be charged a fee of **\$30**.
- You will receive a 15 minute pick up notification through email/text sms.
- Daycare is not available on weekends. A **\$30** late fee will apply if your dog is not picked up within 1hour from notification email/text sms. No exceptions!

### **Satisfaction**

Your satisfaction is very important to us. If you are unhappy for any reason with your groom, just contact us within 48 hours and we will schedule a time for you to come back for an adjustment at the next available time for no cost.

### **Photographs**

This release form authorizes Central Bark to take photos of your pet for client files and for the company website and Facebook page and other advertising such as Instagram.

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 dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Central Bark to accept reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change and varies depending on services provided. This agreement is valid for all pets that I currently own or will own in the future. I have read, signed, and agreed to the above.

**Clients Name (Printed):** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Dogs Name:** \_\_\_\_\_

**Central Bark Rep:** \_\_\_\_\_