

SPRING KLEIN PET SALON

Grooming Release and Hold Harmless Agreement

Your animal is very important to Bonnie Coleman and Shelly Davis, as professional animal groomers working for Spring Klein Pet Salon. Spring Klein Pet Salon and any person employed by Spring Klein Pet Salon will be known from here on as SKPS in the rest of the contents of this document. SKPS would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible for all involved. Safety comes first for everyone, people as well as the animals, during the grooming process.

Health or Medical Problems

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. In the best interest of your animal this contract/agreement will give SKPS permission to obtain immediate veterinary treatment for your animal should it becomes necessary. If veterinary care is needed, SKPS will take your animal to your authorized veterinarian or to the nearest veterinarian available (My Family Vet Clinic). All medical expenses for veterinary care will be covered by the animal's owner upon signing this contract/agreement.

Matted Animals

Animals with matted coats need extra time and attentions during their groom. Mats can sometimes be very difficult to remove, requiring them to be shaved out of the coat. SKPS does not wish to cause serious or undue stress to your pet.

In cases where the coat is severely matted, SKPS recommends that portions of the coat, or in some cases, the entire coat be shaved down. The decision is made upon examination of your pet's coat condition at the time of grooming. In some cases the decision may be made during the grooming process if SKPS feels it necessary for the pet's health and to maintain as much comfort as possible for your animal's wellbeing during grooming. SKPS refuses to do any service which will harm or cause stress to your pet.

SKPS will advise you in the event that it is necessary to shave part or your animal's entire coat due to matting. If you cannot be contacted, SKPS will make every effort to take into consideration of your pet's health and level of stress pertaining condition of the coat. Most severely matted coats will be shaved down to alleviate stress to your pet.

Skin Conditions under Matted Coats

The skin under a matted coat can become or will become very irritated and sensitive. A severely tangled or matted coat that has not been properly groomed is a dangerous risk to the health of your animal. Under the matted coat your animal's skin is usually red, swollen, cracked, and dangerous to groom.

There are higher chances of nicking or cutting the skin during de-matting. Clipping the matted coat away from the skin may cause the animal's skin to become very irritated, crack, and bleed. A severely matted or tangled coat does not allow air to get through to the skin causing irritation to the skin in the areas where the matting has occurred.

Irritation can also occur after the matted coat has been shaved away from the skin. Many animals may react to have their matted coats shaved by licking, chewing, or scratching these areas. This can cause more irritation as well as problems with skin infections.

Parasites may also be harboring in your pet's coat due to situations where your animal's coat is matted. Special shampoo may be used to alleviate the problems of parasites. While bathing and grooming will remove parasites from your animal, they will again become infested with these parasites when they return to their home environment if their home environment hasn't been treated to remove the parasites.

Veterinarian Authorization-Medical Emergencies

This release gives SKPS full authorization to seek medical treatment from authorized veterinarians or nearest veterinarian in the case of any medical emergencies while in the care of SKPS. **All veterinarian costs and expenses will be the responsibility of the animal's owner.**

Current Vaccinations

Animals will be current on all of their vaccinations before a grooming session with SKPS. Animals that are not current on vaccinations will be refused grooming services until vaccinations are current. Proof of vaccinations from your veterinarian will be required before grooming services will be given. Special circumstances will be taken into consideration by SKPS.

First Grooming-Puppy Grooming

SKPS wants to make sure your younger pet's first grooming experience with SKPS is a positive and pleasant one. The first time for grooming of any animal can be very scary and stressful. A good first grooming experience for the younger animal leads to a better overall grooming experience for your pet in the future. More time may be necessary to work with the younger pets. Animals are individuals; some animals may become more stressed than others. If your pet becomes stressed over its first groom, time and patience, with a little homework on your part should help build your younger pet's confidence and assure the animal that grooming is a positive experience. On occasion, some animals due to breed, genetics, health concerns, etc. may be stressed by grooming for their entire life, but this is rare. If this should occur, extra care will be taken and only the very basics will be done for grooming of this type of personality. In some cases an animal may never come to accept some or all of the grooming experience.

Senior Animals

Senior pets and pets with serious illness or medical conditions have a greater chance of injury or death during their groom. Every effort will be made to make sure your ill or senior pet's groom is as safe and as comfortable as possible, extra time may be needed.

Muzzling may also be required during your ill or senior pet's groom, since ill or senior pets have lower tolerance levels. Muzzling is only done when necessary; it's to ensure the safety of both animal and groomer. SKPS has the right to stop/refuse service to ill or senior pet if it's felt that grooming will cause undue stress or be harmful to the animal. SKPS will not be held responsible for the death of any animal during grooming or while in the care of SKPS.

Accidents

Accidents can and do occur. These include cuts, scratches, scrapes, quicking of nails, clipper burns, brush burns, etc. In most cases this happens when the animal is unfamiliar with the grooming process or coat is neglected. Every effort will be made to ensure that your pet is groomed as safely as possible. Your animal is very important to SKPS, and SKPS does not wish to cause any harm or undue stress to your pet. In the event an accident does occur, you will be notified of the accident. If SKPS feels it is serious, SKPS will seek immediate veterinary care for your animal. Veterinary costs will be the responsibility of the animal's owner.

Refusal of Grooming Services

SKPS has the right to refuse any services at any time. In the event that your pet is too stressed or becomes **dangerous** or **too aggressive** to groom, SKPS has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before or during the grooming process. Animals that are known biters or are dangerous must be handled differently than those who are not aggressive. Some animals may need the services of a groomer who is working within a veterinarian's clinic/hospital so that the animal may be properly sedated for grooming. SKPS does not groom animals under sedation.

Failure to disclose that your animal is a biter, known biter, or is dangerous will be responsible for all payments of any or all of the medical expenses, emergency medical treatments, hospital costs, and recovery costs including physical therapy incurred by SKPS or any person employed by SKPS for any harm or damage caused by your animal should medical treatment be necessary.

Animal Bite

One bite can end a promising career for any professional animal groomer. This release is designed to protect all involved. In the event of SKPS or any person employed by SKPS being bitten by your pet, you as the animal's owner, caretaker, or responsible party for such animal, will take full responsibility for all payments of any or all the medical expenses, emergency medical treatments, hospital costs, and recovery costs including physical therapy incurred by SKPS and any person employed by SKPS should medical treatment be necessary.

Interruptions during Grooming Services

Due to insurance purposes, SKPS requires that no unauthorized individuals be inside the grooming area at the time of grooming unless requested by SKPS to help calm or restrained pet during the groom. For the safety of the animals being groomed, as well as the groomer, it is asked that you, the pet owner do not interrupt the groomer during the grooming process. Interruptions may cause the pet being groomed to jump or move in a way that can cause an accident. The grooming equipment is very sharp and can cut easily. Every effort will be made to ensure the safety of your pet during the grooming process.

Signature Required for Grooming Services Rendered

The undersigned for and in consideration of the grooming services of SKPS agrees to save and hold harmless SKPS and its owners, operators, employees, officers, and directors from any damage, loss, or claims arising from any preexisting condition of the undersigns animals, either known or unknown to SKPS.

The terms, special services, or handling shall include, but not be limited to veterinarian emergency services, care-taking, and /or transportation. In the event an emergency should occur with my animal, or in the event special services or handling are required as deemed necessary by SKPS in the care of my animal, I agree to pay all such casts in full.

Any/all damages, loss, or claim shall include, but not be limited to death, injury, or shock. Said preexisting conditions shall include, but not be limited to advanced age, extreme nervousness, neurosis, illness, malformation, previous injury, skin conditions, or coat conditions.

24- Hour cancellation policy

We understand that unfortunate circumstances happen, if you need to cancel your appointment, please notify us at least 24 hours before the set appointment. Cancellations with less than 24 hours' notice will result in a late fee, which is equal to 50% of the scheduled service.

No- Show policy

If you schedule an appointment and do not show up without notice such as canceling 24 hours before, you will be charged 50% of the missed service that was scheduled.

Your card information will be required for these polices. It will be put into our system with access by the owner only. You will also get notified when your card is about to be charged with a phone call from the owner. You will see the charged amount from missing an appointment or not cancelling 24 hours in advance in the above sections.

Card information for cancellation policy

Card # _____ CVC # _____

Name on Card _____ Expiration date _____

Sign _____

I HAVE READ AND DO UNDERSTAND THIS CONTRACT/AGREEMENT AND WILL ABIDE BY WHAT IS WRITTEN ACCORDING TO THIS CONTRACT/AGREEMENT

PET OWNER'S SIGNATURE

DATE SIGNED