

Client Grooming Agreement

Aggressive or Dangerous Pets: Owners **MUST** inform Casual Clips Pet Grooming if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles and/or Elizabethan collars may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. Casual Clips Pet Grooming reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge.

Aggression Guidelines:

Minor aggression that can be safely controlled with a muzzle or e-collar - the groom will continue as planned.

Minor aggression where biting can be safely controlled with a muzzle or e-collar but where the animal will not calmly sit for the groom causing potential injury to the animal &/or groomer - owner will be asked to assist or groom will be rescheduled for such a time when the groomer can bring an assistant, additional charge may be required.

Major aggression where groomer, owner or groomer assistant cannot safely control animal - groom will be cancelled. Groomer will insist on sedation before next groom will be attempted. Please see your veterinarian for sedation options. We can always groom in the Vet's parking lot if needed!

*^*A \$20 rescheduling fee will apply.*^*

Thank you for your understanding, safety to your pet and our groomer is our #1 concern.

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 Casual Clips Pet Grooming permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by Casual Clips Pet Grooming. We will do our best to contact you first, and then take your pet to your authorized Veterinarian or to the nearest Veterinarian 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.

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. Casual Clips Pet Grooming 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 re-grow. Shaved pets are also prone to sunburn and should have sunscreen either applied daily or 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.

Shaving: SHAVING DOUBLE COATS IS NOT RECOMMENDED: Shaving a dog/cat may change the color of the coat and, or texture of the fur, depending on the breed and coat type. In some cases, dogs/cats that have been 'shaved' very short may suffer from one or more of the side effects listed below:

- Clipper Irritation: After being 'shaved' to a very short length, some dogs/cats with sensitive skin could develop a rash from clipper irritation.
- Rug Burn: Some dogs/cats may go home after being 'shaved' short and rub their face, rear, or body along a rug, chair, sofa, or bed causing rug burn, a red irritated area on the skin where they have rubbed.
- Scratches marks: Some dogs/cats that have been 'shaved' short may go home and scratch with their freshly clipped nails and cause red welts and scratches on their body where they have scratched themselves.
- Embarrassment: Some dogs/cats have been known to become embarrassed or emotional and hide after having all of their fur 'shaved' and removed. In addition, other animals in the household may treat them like a stranger for a short time after being shaved.
- Hair Loss: On some breeds of dogs with double coats (undercoat and guard hair); the coat may not grow back evenly or at all after having their coat stripped.

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. You are welcome to be present during the groom but please try to keep your pet calm. 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 the point of distraction 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 products to kill the parasites and will be charged for. Ticks found will be removed for an additional charge. 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.

Hold Harmless Agreement: By reading this contract you (or your Agent) agree to hold Casual Clips Pet Grooming, its owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Casual Clips Pet Grooming. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all pets groomed.

No-shows & Cancellations: No-shows and last minute cancellations are subject to a \$20.00 FEE PER PET, which will be added to your account and pre-payment of the fee 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 mobile business, and another client could have taken your appointment if we had known.

Drying: We do not use cage dryers. All pets will be hand-dried with towels and a high-velocity dryer. The dryer has variable heat and blowing speed and most pets tolerate the drying process fine. However, the dryer overly stresses some pets. For the well-being of your pet, the drying process may be cut short. No animal will leave the grooming salon dripping wet but at times, they may return to you damp. The most common areas of stress for pets are the legs and their head/ears. Thank you for your understanding.

Enter at Own Risk: By signing this agreement, you understand that entering the grooming salon is done at your own risk. The step into the salon is taller than a household step. If you have health issues (bad or weak knees and hips or any other issue that can cause unsteadiness) please consider not enter the grooming salon. By signing this Waiver and Assumption of Risk, I fully assume the dangers and risks, and agree to use my best judgment if choosing to enter the salon. I further agree to indemnify and hold harmless the Release, its employees, agents, officers, from and against any and all liability incurred as a result of or in any manner related to my participation in the activity.

I hereby certify that I am of legal age and competent to execute this Waiver and Assumption of Risk, that in doing so of my own free will and accord, voluntarily and without duress, and that I do so intending to bind myself, my executor, my heirs, and administrators or assigns to the fullest extent.

I have read and agree to the policies of Casual Clips Pet Grooming,