

## Canine & Abel Grooming Policy and Release Form

### Health & Medical

- Owner verifies that dog(s) are healthy and current on all required vaccinations. Owner further acknowledges that dog(s) have no known conditions that could jeopardize the health of other dogs or people while here at Canine & Abel. Owner understands that Bordetella (Kennel Cough) vaccinations are highly recommended, though not required, and even if owner's dog has been vaccinated for Kennel Cough, they could still contract it. Owner agrees they will not hold Canine & Abel responsible for any dog-dog transmitted ailments, including Kennel Cough.
- Grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Please alert us of any current or past issues so we may watch for any problems. All medical expenses for veterinary care for any pre-existing condition uncovered will be covered by the pet's owner upon signing this contract
- Grooming can be stressful for elderly dogs and dogs with special needs. This may cause latent, unknown, inactive or active conditions such as arthritis, heart, kidney or liver disorders to become active or aggravated and can cause illness, seizures and/or death. Canine & Abel does everything possible to make grooming as comfortable as possible, however, owner acknowledges that the stress of grooming may initiate immediate or latent medical problems in your pet. Owner agrees not to hold Canine & Abel responsible for reactions to grooming.
- 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. Your pet's safety and comfort is our number one priority. In the event of an accident, you will be notified. If Canine & Abel feels that immediate veterinary care is needed, the dog will be taken to Perryville Pet Hospital for medical attention. By signing this contract owner agrees that Perryville Pet Hospital has permission to administer medical attention to owner's dog(s) in the case of an emergency.

### Grooming

- Canine & Abel has the right to refuse any services at any time. In the event that your dog(s) is or becomes aggressive before or during grooming, we reserve the right to refuse, stop or cancel any grooming services. A grooming fee will be charged for any services rendered.
- Dogs 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. Canine & Abel will not cause serious or undue stress to your dog(s) by de-matting. 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 trapped in the mats. Heavily matted hair 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 grooming. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations from licking or scratching 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 dog(s) are severely matted, they will be shaved for the health and well-being of the animal. By signing below you acknowledge that you agree to this procedure and any risk involved. There will be an extra charge for this process as it is time consuming and causes extra wear and tear on the grooming equipment.
- 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 manner that is dangerous and/or aggressive after muzzling, Canine & Abel reserves the right to stop or

refuse service. We do not muzzle unless it is required. Dogs that require muzzling or extra staff to help manage them may be charged an additional fee as this can lengthen the grooming process.

- If your dog(s) have fleas or ticks they will be bathed with flea & tick shampoo at an additional charge per dog. We do not use dips or harsh chemicals, the flea & tick shampoo is a citrus based treatment that will kill any fleas present on your dog(s), however this is not a long-term solution. We recommend getting your dog(s) on a regular flea & tick treatment such as Frontline, etc.
- For the safety of the animals being groomed, as well as the groomer, it is asked that you do not interrupt the groomer during grooming. 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. After dropping your pet off, please do not stop back in the shop until your scheduled pick up time. If you have any questions or concerns for the groomer you may call us at any time or ask the receptionist to speak with the groomer if they are available.

### **Double coat & smooth coat shave downs**

I understand and agree that I am leaving my double coated and/or smooth coated dog with Canine & Abel to be shaved. I have also been informed of the following:

- We cannot guarantee that the dog's coat will grow back normal or at all after shaving
- Shaving may cause irritation and/or rash
- Shaving the coat does not make the dog feel cooler, as the double coat acts as insulation in warm and cool weather.
- Shaving does not reduce shedding; it only makes the shedding coat shorter
- Shaving can look uneven or choppy depending on your dog's coat type and the length requested. Our groomers will do their best to make the haircut look the best possible.

### **Miscellaneous**

- Payments are due at the end of service. Canine & Abel accepts cash, check, Visa, Mastercard, American Express, Discover and Paypal. There is a \$25 NSF fee for any returned checks, multiple occurrences will result in refusal of check payments.
- We required a 24 hour notice for any cancellations. Any same-day cancellations or no show/no call will incur a fee.
- If you have arranged a pick up time we ask that you pick up at that time, if it is arranged that we call when the dog(s) are finished, we ask that you pick up within an hour of our call, unless otherwise arranged. Unlike most grooming salons, we allow dogs to be left at our facility until close (5pm) with no additional charge, however, any dogs left after closing will be charged \$10 per every 15 minutes after closing up to an hour, after which time the dog will be kenneled overnight and there will be an additional \$50 boarding fee.
- If for any reason you are unhappy with your dog's groom or anything related to their time here, please contact us on our next business day.
- This release form authorizes Canine & Abel to take photos of your pet for client files and for the company website and/or Facebook page.

I have reviewed this Contract/Release Form and understand and agree to its contents. I affirm that I am the legal owner or authorized signer of the dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future services. I understand that pricing and/or fees are subject to change. 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.

