Grooming Release Form

**Pet(s) Name(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

\_\_\_\_\_\_**Health Or Medical Problems**

Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after the grooming process. All Medical expenses for veterinary care will be covered by the animal’s owner upon signing this contract. This Contract releases Xcel Pet Spa & Hotel (XPS&H) to take your pet to a vet if deemed necessary by staff.

\_\_\_\_\_\_**Accidents**

Although accidents are very rare, there is a risk when dealing with live animals. Grooming equipment is sharp and although we use extreme caution and care in all situations, possible problems could occur including but not limited to, cuts, nicks, scratches, quicked nails ect. In most cases this can happen when a pet is wiggling or moving around. If an accident does occur, you will be notified. If XPS&H feels it is serious, and the owner cannot be reached we will seek veterinary care for you animal. Veterinary expenses are the responsibility of the owner. It is the owner’s responsibility to inform staff if their animal is aggressive, scared, or has any other behavioral issues that could complicate the grooming process or endanger staff.

\_\_\_\_\_\_**Current Vaccinations**

All dogs and cats must be up to date on Rabies/Distemper/Bordetella. If an incident occurs (bite) and proof of vaccinations cannot be provided the animal will be quarantined at the owner’s expense. Signing agrees that you verify your pet is up to date on shots.

\_\_\_\_\_\_**Fleas/Ticks**

We are a Flea & Tick free facility. Any pet with Fleas or Ticks will be treated at the owner’s expense. This cost can incur after a initial quoted price. $5-$15

\_\_\_\_\_\_**Matted Coats**

Pets with matted coats require extra attention. Mats in a pet’s coat grow tight and can ultimately damage and tear the pets skin. XPS&H will not cause undue stress by dematting. Mats can be very difficult and dangerous to remove, and may require the pet to be shaved. Removing matting can cause nicks, cuts, or abrasions due to skin growths ect under the mats. Heavy matting can also trap moisture, urine, and fecal matter near the pet’s skin allowing bacteria to grow, producing skin irritation that existed prior to the grooming process even if not visible before shaving. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of hair to regrow. In some cases, pet’s may exhibit brief behavioral changes. If your pet is matted by signing below you acknowledge the risks and outcomes of the dematting process.

\_\_\_\_\_\_**Payments**

Payment is due at pick-up no exceptions. We accept cash, Visa, MasterCard, & Discover

\_\_\_\_\_\_**Satisfaction**

Your satisfaction is very important to use. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick your pet up from our facility. However, once you take your pet home and 24 hours after any appointment any adjustments or fixes will be counted as a new appointment and a fee will be charges. Please look over your pet completely before leaving.

\_\_\_\_\_\_**Photographs/Video**

Our facility is under 24-hour video surveillance. This authorizes XPS&H to take photos/videos of your pet for client files, advertisement, or documentation. All photos and videos are property of XPS&H.

\_\_\_\_\_\_**Appointment Length**

XPS&H is a boutique style salon meaning each pet will receive individual personalized care. Our scheduling is set up in a way to reduce stress for our Fur-Clients. Pets are dropped off for their appointments and are available for pick-up as soon as their service is complete. We Do Not keep pets for extended periods of time during the day after their groom is finished. If your pet is to stay all day a day care fee of 10$ will be added. Any pets not picked up within 15 min of closing hours will be admitted into our boarding facility and a boarding charge will be added to your bill or 18$-22$/Day. All payment will be due before the animal will be released.

I have reviewed this service contract for accuracy and understand the contents of this contract. I understand it is my responsibility to ask for clarification or explanation of anything I do not understand. I affirm I am the legal owner or caretaker of the Pet(s) for which services are being rendered and can make grooming/medical decisions. I understand pricing is subject to change. This contract will cover all future grooming appointments and future pets. I have read, signed and agreed to all above.

**Signature**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Phone**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_