

Client Grooming Agreement

All dogs must have current paper copy of Rabies vaccination from a veterinarian on file, Ruffing It grooming recommends that dogs should also be vaccinated for Distemper/Parvo and Bordetella. Please talk to your vet for more information on these vaccines. (Rabies tags do not work)

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

Health or Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior pet or a 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 Ruffing It permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, if contact cannot be made we will take your pet to your authorized vet or to the nearest vet 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. Ruffing It 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. 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. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There will be an extra charge of \$5-\$25 for mat removal.

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, kwiking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. If you arrive to pick up your pet and he/she is still being groomed, please make sure that your pet does not see you. 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. We reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged. Any accidents that may occur that require veterinary costs and services will be the responsibility of the owner. Ruffing It will not be held responsible for any injuries, costs or otherwise.

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 a natural product to kill the parasites and a minimum charge of \$10 or more will apply. Please note we will not use pesticide dips or sprays on your pet. If ticks are found we will do our best to remove all of them, but we strongly suggest you having your pet tested for Lyme Disease and checked by your local vet. Please note that parasites are a health hazard to your pet as well as to humans.

Additional Services: Anal sacs will be expressed only at client request at an additional charge of \$5 with bath and \$10 without bath. Please note, this is not something that we can check and charge if its needed. This charge will be applied for the process itself. Also, we are not veterinarians and will only do exterior anal gland expression. You may still need to take your pet to a vet if problems are still occurring for internal expression. Nail grinding and nail painting may be requested with a groom for an additional \$5 charge for each. Teeth brushing may also be requested for an additional \$10 charge. This is not a deep teeth cleaning and is only used as prevention for tooth decay with additional brushing at home.

Pick-Ups: Dogs will be given an ESTIMATED time of completion upon drop off. Please understand that this is an estimation and for reasons beyond our control circumstances may arise where grooming may be done early or may take longer than initially estimated. You will be called to pick up your dog immediately after grooming. Dogs must be picked up within an hour after grooming. If your dog is not picked up within that hour you will be charged a \$4 per hour sitting fee for every hour thereafter (maximum of 3 hours). Dogs not picked up by closing will be charged an additional \$50 kennel charge.

No-shows, Cancellations, Early or Late Arrivals: No shows and last minute cancellations are subject to a \$20.00 FEE PER PET which will be added to your next ticket. Pre-Payment for same or more 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 business, and another client could have taken your appointment if we had known. Clients 15 minutes late risk losing their appointment without notice, it is very difficult to keep grooms on schedule if clients are late coming in for their appointment. Early arrivals are not permitted, please be aware that every time slot is assigned to a client. Therefore we can not have clients arriving anymore than 15 min prior to your appointment time. We do not have the space to hold your dog until your appointment time. If your appointment time does not work with your schedule please choose a time that does or you may also add daycare to your grooming.

Hold Harmless Agreement: By signing this contract you agree to hold Ruffing It Grooming, it's 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 Ruffing It. I have read and agree to the policies of Ruffing It Grooming. This agreement is for the duration of the life of the dog listed below.

Name _____ Phone# _____

Date _____

Pet's Name _____ Veterinarian Clinic _____