

Sean's Dog Spa

Grooming Waiver

1. Our philosophy is to offer a stress free grooming experience for your dog. We pay special attention to older pets and pets with health issues.

- Your pet's safety and comfort are our first priority.

- We will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. This includes nail trimming in some situations.

- Senior pets will be groomed for cleanliness and comfort.

2. You, the owner, will advise us of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions.

-These may include but are not limited to prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems.

3. If your pet has behavior problems, please let us know.

-Sean's Dog Spa reserves the right to use a muzzle on your pet for safety purposes.

-The owner will be held liable for any bites that require medical treatment and for any property damage caused by their pet.

-Sean's Dog Spa reserves the right to refuse service.

4. Appointments

We require an appointment for all services, any appointments not canceled within 24 hours before they are scheduled to start will be subject to a \$30 no show/late cancelation fee the first time after that a no show or late cancelation may cost the price of the full appointment. It is the responsibility of the customer to remember when their appointment is and to show up on time if you think you may be late please call your groomer and inform them so they can adjust as needed. If you arrive more than 10 minutes late without informing your groomer you will forfeit your appointment and be subject to a no show fee.

5. Pricing varies for each pet and is determined by desired service, breed, size, temperament and condition of your pet.

- Additional charges may apply due to the pet's temperament and behavior during the groom.

All prices given before the service is completed are an estimation and are subject to change.

6. Matting

-If your pet cannot be humanely dematted, we may ask permission to clip the hair short and "start over." We will always ask for your permission. If you refuse to allow us to clip down a matted pet your appointment will be forfeited and you will be charged a cancellation fee

-Please keep in mind that a matted coat can cause numerous health conditions including itching, irritation, and skin infections. Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, molds and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Sean's Dog Spa is not responsible for any pre-existing conditions due to a matted coat.

7. Sean's Dog Spa will not groom any dog that is not up-to-date on their vaccinations.

8. We require 24 hours advanced notice to change or cancel an appointment.

If at this time you cancel your appointment we will apply a cancellation fee. Of course if it's an emergency and can not be helped we understand and will work with you.

- Giving advance notice gives us the opportunity to fill your grooming slot and rearrange our schedule.

10. Payment

Payment is due at completion of groom. Please be prompt so that the groomer can proceed to the next appointment. Every Minute Counts.

We accept cash checks and credit cards although cash or check is preferred

Please have check made out prior or immediately upon delivery of pet.

Checks shall be made out to: Beth Clark.

There will be a **\$35** charge for Non-Sufficient Funds.

RELEASE FORM

I understand and do agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Sean's Dog Spa, agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian services in the event I am not available. I authorize Sean's Dog Spa to act as my agent in the event emergency veterinarian services, care-taking and/or transportation is necessary and I agree to pay all costs. Any/all damages, loss or claim shall include, but not be limited to death, injury or shock. Said pre-existing shall include, but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advanced age or nervousness.

I give Sean's Dog Spa permission to take photos and videos of my pets

I understand all media taken of my pets by Sean's Dog Spa is the intellectual property of Sean's Dog Spa

I give permission for any media of my pet to be used across social media and or for advertising by Sean's Dog Spa and Clark's Dog Kennel.

Sean's Dog Spa will be responsible for costs of injuries that are of a direct result of the groomer.

I authorize Sean's Dog Spa to seek medical attention immediately if the situation permits.

If you have concerns about your pets groom, please notify us within 24 hours of the appointment. We will discuss rescheduling an appointment at the earliest time available.

I have read and accept this policy for the groom today and for any and all future grooming appointments.

Print name: _____

Sign: _____

Date: _____

SEAN'S DOG SPA

425 School Street | Northbridge MA 01534 | 5083773762 | www.Sean's Dog Spa.com

MATTED DOG RELEASE FORM

Matted coats can cause a variety of skin & health problems. Matted fur does not allow for air circulation to the skin, causing hot spots, bacterial and fungal infections. Fleas, ticks, maggots and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on mats. The skin underneath is usually raw and inflamed. Matted coats will not dry properly and can lead to rotting fur and skin. Due to matting, your dog's hair may need to be shaved extremely short to the skin and may show signs of skin irritations and sores due to matting, wet undercoat and dirty coat. The release of extremely tight mats may occasionally lead to hematomas especially in thin skinned parts of your dog as the blood rushes back to previously constricted areas and pools, this is especially common with matted ears but may happen anywhere. In order to take care of a dog that has not been groomed often enough, and is matted, the required grooming sessions may be long, stressful, or painful (please note, more than 1 grooming session may be required if your dog is severely matted).

It is the goal of **Sean's Dog Spa** and our groomers to make your pet's grooming experience as stress free as possible. Due to the condition of your dog, **Sean's Dog Spa** has determined that the only humane thing to do is to shave the dog's coat down. This is a short clip, removing all the matting. Where feasible, we work to de-mat/brush out the dog's coat, but only when it would not cause excessive pain and suffering to attempt to do so.

There is a strong chance that your pet's skin will become irritated during the clipping process. We will use a medicated shampoo to help sooth any irritation that may occur. The matted hair rests tightly against the skin – the only way of removing mats is to use a short blade to clip between the skin and mats. Your dog may be nicked and cut because the groomer has to work so closely to the skin to remove the matted coat. Our groomers are very careful, but the possibility of injury exists. Understanding these risks, **Sean's Dog Spa** is authorized to proceed with the de-matting process.

Sean's Dog Spa will be happy to show you how to care for you pet's coat so that matting does recur. Please schedule a follow-up appointment to speak with our groomers about the best methods for maintaining your dog's coat.

I hereby release **Sean's Dog Spa** from any liability associated with the above mentioned process and any and all medical problems that may be uncovered and/or occur during the stripping and de-matting process.

Should my pet need veterinarian care after or during the process, I agree to pay any and all veterinarian fees.

Owner's Name (Print) _____ **Date** _____

Owner's Signature _____