

**Client Pet Grooming Policy Agreement/Release Form**

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**(Pet Name) (Date)**

**Your Pet is Important to Us!!**

Because your pet’s safety and well-being is our first concern here at **Ardmore Grooming Station**, we want to assure you that every effort will be made to make your pet’s visit as pleasant and enjoyable as possible.

**Sometimes pre-existing conditions, unforeseen to us, arise such as skin allergies, shampoo allergies, moles, warts or cysts, clipper sensitivity, matting, fleas, fear, anxiety, behavioral issues, bone or joint sensitivity, heart condition, seizures, etc.We ask that you PLEASE make sure to inform us (front desk person and your dog’s groomer) of any potential issues PRIOR to grooming!**Should the groomer discover anything that might be concerning during your pet’s groom, we will be sure to let you know. **We also kindly ask that you please make sure we have your pet’s vaccination records on file.**

**Matted Pet:** Pets with matted coats require special attention and extra time during their grooming session. A matt is essentially a mass of tangled hair. **How does a matt form and where are the common spots on my dog?** Without regular brushing, matts tend to form in areas where there’s lots of friction – think about the neck area where their collar sits, behind the ears (where we lovingly scratch them), under their chin, their armpits, underneath where their harness sits, their feet and on the back of their rear legs. Matting can also occur more frequently during seasonal shedding periods. Also, when a pet is bathed without a good brush out, matting can easily develop. Without continued maintenance, some breeds are more likely to develop matting easier. Such as Doodles, the Bichon Frisee, and poodles, to name a few.

Matting can make it very difficult to see the skin beneath. As a result, the matts may conceal a skin condition, fleas, skin irritations, a lesion, scabs, or other conditions. Matts can be very difficult to remove, and in most instances will 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 matts. All precautions for the removal of the matted hair will be taken. **After effects of matt removal procedures can include,** itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. In some cases, pets may also exhibit brief behavioral changes. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. During the winter, if your pet needs to be shaved, a sweater or warm coat will be necessary to protect them from the cold.

Ardmore Grooming Station does not wish to cause serious or undue stress to your petand will not continually de-matt your pet for you. In some instances, if the matting is so severe, the pet will need to be seen by its Vet hospital for a medical shave. Prevention is the best defense against matting by scheduling regular grooming appointments (every 4-6 weeks recommended for furry coats). **Please note: An additional fee will be applied to all matted dogs. Our hourly rate for pet grooming services starts at $75. The hours involved in dematting your pet will reflect this pricing. Again, the BEST way to avoid matting is to have your pet on a regular grooming schedule. Depending on your pet’s coat (some hair matts quicker than other pet’s hair) we recommend grooming every 4-6 weeks or 6-8 weeks. Your groomer will be able to inform you of the best schedule for your pet’s coat maintenance.**

**Health or Medical Problems and Senior Pets:** The grooming process 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 going through the grooming process may have a greater chance of their well-being possibly compromised – (health issues such as an injury, panic attack or stroke, seizure, heart condition or other health concern/condition) – pets will be groomed to the degree of the best interest of the pet.

**Your Puppy’s 1st Groom/Pet’s 1st Groom:** The first grooming experience for your puppy (or any age dog new to the grooming process) requires patience and understanding. Therefore, more time may be necessary to work with these pets. We want your puppy to have a fun and loving experience, as this is their first experience to a lifetime of grooming. Therefore, WE WILL NOT force a puppy through a FULL GROOM, which includes a full body trim**. Puppy’s 1st Groom includes:** a bath, blow out and brushing, face trim, sanitary trim, paw pad trim and nail clipping. The first couple of grooming appointments require time for training and desensitization while completing the basics. This will allow your puppy/new dog to get used to the sound of the clippers, the dryers and overall process and routine of bathing, brushing, clipping and groom handling. This care to their grooming process will help to minimize potential stress and negative experience factors that will help to result in a happy, well-behaved grooming client. Owners can help their puppies and new dogs become comfortable with the grooming process by regularly massaging their pet’s ears, feet and muzzle, and by brushing their hair and getting them used to the sound of a hair dryer.

**Aggressive or Dangerous Pet:** Owners MUST inform Ardmore Grooming Station if your pet(s) may bite, have bitten, or show signs of aggression towards people, other pets or specific grooming procedures (such as, pet may try to bite when its feet, face or sanitary area is touched, etc.) Muzzles may be used if necessary, Muzzling will not harm your pet, and protects both the pet and the groomer. Ardmore Grooming Station reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process. This is for the pet’s safety, as well as for the groomer’s safety.

**Cat Grooming Policies:** Cats must be brought into the shop in a secure cat carrier. If you have multiple cats coming in for grooming services, each cat must be in a separate carrier. **Cats MUST be current on Rabies and Distemper vaccinations.** Proof of vaccination records are required prior to grooming services. If you have given your cat any type of sedation medication, you MUST point this out to the groomer. If the groomer does not feel comfortable grooming your cat, for any reason upon assessment, grooming services will not be performed. Cat grooming is considered a “High Risk” service because cat bites can be very serious and result in infection, quickly. Our cat groomers are specially trained to groom cats, but cat bites can happen fast without warning. Hence, the reason for grooming fees starting at $95, and the right for a groomer to deny services if there is a concern about the cat’s temperament.

We experience a high volume of “no shows” or last-minute cancellations for cat grooming appointments, and therefore, we require a credit card to place on file upon making your grooming appointment. We require an advanced 24-hour notification of cancellation for your cat grooming appointment to avoid a cancellation or “no show” fee of $40. We understand there may be emergency situations and we will work with you to the best of our abilities when those situations arise.

**Pick-Up Time:** Clients are always given an estimated grooming time for their pet upon drop off. Because we are a crate-free grooming shop, clients need to pick up their pets within 30 minutes of receiving a phone call from Ardmore Grooming Station for pick up. If your dog is not picked up within that hour, you will be charged an additional pet sitting fee of $15 per hour per pet.

**No-Shows and Cancellations:** Clients who do not show up for their scheduled grooming appointments (aka No shows) and last-minute cancellations (Day of the Pet’s Scheduled Appointment) will be charged a $75 flat fee. If the payment cannot be collected promptly it will be added to the next grooming fee. We understand there may be emergency situations and we will work with those situations, but not on a continued basis. Please be respectful of our groomers’ time and earnings, as we are a by-appointment business, and another client could have taken your appointment if we’d had advanced notice. Additionally, clients arriving 15 minutes past scheduled appointment time may risk losing their appointment. If a client continues to be late for appointments, a $20 fee will be added to your grooming service fee.

**Social Media Pet Pics: We Love Showing Off Your Pet’s Fresh Groom and Happy Faces with our Facebook and Instagram Followers!** Pet owner/guardian agrees to and authorizes our taking of pictures and usage of pictures of their pet(s) while in the care of Ardmore Grooming Station for the purpose of sharing with our viewers and followers of our Facebook and Instagram pages. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Veterinary Treatment:** In the best interest of your pet, we request your permission to obtain immediate veterinary treatment should it become necessary. 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 accidents could occur, including irritation to a cyst, wart or mole; cuts, nicks, scratches, quicking of nails, etc. In more cases this can happen when a pet is wiggling or moving around. Every effort will be made to ensure your pet is groomed as safely as possible. We will always try to contact your pet’s Veterinary Hospital first, on record. If we cannot reach anyone in your Vet office, our “go to” veterinary hospital is *Ardmore Animal Hospital.*

**I hear-by grant permission to Ardmore Grooming Station to obtain emergency veterinary treatment for my pet at my expense.**

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(Pet Owner’s Signature)

**I have read and agree to the policies of Ardmore Grooming Station. Realizing that senior pets, pets with medical or health problems and pets with preexisting conditions (including skin conditions, skin allergies, moles, warts, cysts, heart conditions, joint and bone sensitivity, seizures, etc.) matted pets and aggressive pets have a greater chance of injury during grooming. I will NOT hold Ardmore Grooming Station responsible for accident or injury to my pet.**

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(Pet Owner’s Signature)