



## GROOMING RELEASE FORM

Your pet is very important to us, Opal Ridge Grooming & Kenneling (ORGK) would like to assure you that every effort will be made to make your dog's grooming experience as safe and pleasant as possible. Safety comes first for everyone, both people and pets, during the grooming process.

ALL DOGS require AT LEAST 1 and ½ hours to groom. If a dog has mats or is double coated (German shepherd, husky, etc.) it will take longer. Generally, we need a minimum of 2 hours for small breed dogs and 3-4 hours for large breed, double coated or matted dogs. If you are unable to leave your dog for 2-4 hours, please advise us of that at least 48 hours PRIOR to your appointment. We cannot guarantee any groom will be finished if we are advised 'rush service' is needed the day of groom. Additionally, the 'rush fee' starting at \$25 will be added to the groom fee if 48-hour notice is not given. \_\_\_\_\_INITIAL

### **Health or Medical Problems**

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the animal's owner upon signing this contract/agreement.

### **Accidents**

Although accidents are very rare, there is a risk when dealing with pets. 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, irritation of skin, etc. In most cases this can happen when a pet is wiggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur; you will be notified of the accident. If ORGK feels it is serious, and the owner is not on-site, ORGK will seek immediate veterinary care for your animal.

### **Veterinarian Authorization-Medical Emergencies**

This release gives ORGK full authorization to seek medical treatment from the nearest veterinarian in the case of any medical emergencies while in the care of ORGK. All veterinarian costs and expenses will be the responsibility of the animal's owner. \_\_\_\_\_INITIAL

### **Matted Coats**

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. ORGK will not cause serious or undue stress to your pet by dematting. 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 growths trapped in the mats. Heavy matting 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 the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations 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 4-6 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an

additional charge for this process: it is time consuming, and causes extra wear and tear on grooming equipment. The additional charge will be prorated at \$15 per 15 mins. \_\_\_\_\_ INITIAL

**Cancellations/No call, No Show**

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any salon cancellations are made at least 24 business hours in advance. A \$25 fee will be applied at the next appointment. More than 2 No call, No Shows will require client to pay for appointment prior to ORGK making the appointment.

**Payment**

Payment is due at time of pick-up. We accept cash and checks.

**Satisfaction**

Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick-up your pet from his/her appointment, or within 48 hours. After 48 hours, however, any return visits will be treated as a new appointment and client will be charged a grooming fee of some kind.

**Photographs**

This release authorizes ORGK to take photos of your pet for client file and for company website and Facebook page. All photos taken are the property of ORGK.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting ORGK to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the above.

Owner's Name(s): \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ TEXTS? Y N

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Pet Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Pet Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Pet Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Vet's Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Preferred Payment Type: \_\_\_\_\_ Cash \_\_\_\_\_ Check

\_\_\_\_\_  
Signature of Pet Owner

\_\_\_\_\_  
Signature of Opal Ridge Staff Member