

## **Grooming Agreement**

Current Vaccinations/Veterinarian Information: By signing this contract, owners verify their pets are current on Rabies, Distemper and Parvo-Virus. Proof of Vaccination or current Titer testing shall be required. If vaccines fall out current status, owner will be sent an email reminder 30 days prior to expirations and text reminders near upcoming appointments. Pets will be asked to receive current vaccination status or an exemption letter from their veterinarian prior to any grooming services. Bliss Pet Resort & Spa can provide (Bronchi-Shield Oral) Bordetella at a cost of \$30 per pet upon request.

Aggressive or Dangerous Pets: Owners MUST inform Bliss Pet Resort & Spa if your pet(s) bite, 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. Bliss Pet Resort & Spa reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for Aggressive Dogs in addition to the regular grooming charge. If the pet should bite or cause injury, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage to Bliss Pet Resort & Spa and their staff. If your pet needs to be muzzled there will be a \$15 Special Handling Fee added on to the groom.

Health, Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet, and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give Bliss Pet Resort & Spa permission to obtain immediate veterinary treatment for your pet should it be deemed necessary.

We will do our best to contact you first, then take your pet to your authorized Veterinarian or the closest veterinarian to our facility. 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. Bliss Pet Resort & Spa does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you at the expense of the pet's comfort level. Mats can be very difficult to remove, and may require the pet to be shaved. If mats are severe enough a pet will not tolerate or it is impossible to remove the mats with tools, we will notify you by phone call that shaving is the only course of action we can take. When necessary, 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 and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for working with matted pets. Prices starting at \$10 for shaving or with the use of tools. This charge can go up depending on how extensive the matting is and what work is necessary to remove them.

Puppy's first Haircut: The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. A puppies first few haircuts may not be perfect as it takes time for puppies to get used to the grooming process. They can be very wiggly which makes it more difficult to perform all of the grooming steps. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing & combing their coats. Frequent handling of paws and brushing your dog's coat daily can help pets better accept the grooming process.

Use of Muzzles: Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, Bliss has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet first, muzzling is a last resort. Dogs that require muzzling or extra staff to help manage them will be charged a \$15 Special Handling fee. This is because dogs showing aggression or acute nervousness take much longer to groom.

Accidents: There is always the possibility an accident could occur during the grooming process. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, razor burn, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around.. Every effort will be made to insure your pet is groomed as safely as possible, but an excited, nervous, or unruly pet can be dangerous to continue to work on.

Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Flea infestations can lead to tapeworm and other health problems. We do offer effective products and can apply treatment if requested. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease or other tick borne illnesses. Please note that parasites are a health hazard to your pet as well as to humans.. If your pet has any fleas they will be given a flea bath at your expense of \$10 - \$20 (depending on size of dog).

No-shows & Cancellations: No shows, last minute cancellations (less than 24 hours notice) or continual re-scheduling are subject to a \$50.00 FEE PER PET which will be charged same day. In the event we do not have a good credit card on file, you may reserve another appointment by credit card for a full groom and the no-show / cancelation fee. We understand there are 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 knew. Please note - No Shows or Last Minute Cancellations during Holiday weeks will result in a \$50 no show fee and pre-payment may be needed prior to ALL future appointments.

Pet Pick Up Policy: All pets must be picked up within 2 hours of being notified the dogs are ready from grooming. Each pet left over 2 hours will incur a \$10 extended care fee up to 2 hours. If a pet is left here longer than 3 hours from point of contact, there will be an \$18 fee per pet for day boarding. All pets must be picked up by an owner authorized person no later than the close of business. We will make every attempt to reach you. If

your pet is not picked up by the close of business your pet will be boarded in a deluxe suite at a rate of \$42/night plus \$4 for PM and AM food at your expense.

De-Sheds: Every dog sheds year round, some much more than others. Then there is the twice annual “blow out” that for some dogs is extreme. Our de-shed treatment uses a de-shed shampoo, a high velocity dryer to force the dead coat removal, and variety of tools, depending on what works best on each dog coat.

With every dog, there is only so long that we can brush before the skin becomes irritated and we have to stop. For most dogs, most of the time, a once-a-month bath and de-shed is needed to maintain the shedding of double coats. Less frequent baths/ de-shedding will notice significant more shedding even after a treatment with us. Frequent baths and de-sheds are the key to keeping the shedding at bay. By signing, I understand my dog may still have some shedding after their de-shed treatment and that I may need to schedule bath and de-sheds more frequently for best results.

Returned Check Policy: Checks that are returned are subject to a \$35.00 Service Fee. Future appointments must be paid in Cash or Credit Card PRIOR to the start of your pet's next appointment.

Veterinarian Authorization: This release gives Bliss full authorization to seek medical treatment from the nearest vet clinic, in the case of any medical emergencies while in the care of Bliss Pet Resort.

Satisfaction Guarantee: Your satisfaction is very important to us. If you are unhappy for any reason with your groom, just contact us within 48 hours and we will schedule a time for you to come back for an adjustment at the next available time for no cost. We do not provide refunds.

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold Bliss Pet Resort & Spa, 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 Bliss Pet Resort & Spa. It is also further understood and agreed to the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.