

Grooming Release Form

Your pet's safety is always our number one priority. We assure you every effort will be made to make your pet's grooming experience as safe and stress-free as possible. Please initial each line below acknowledging that you have read and agreed to the terms.

Health or Medical Concerns *

Grooming may expose a hidden medical problem or aggravate a current medical problem. Symptoms may show during or after the appointment. Please note any medical concerns on the attached registration form. Ruffin' Around Resort and Day Spa is not liable for any veterinary bills that may arise during or after your pet's grooming experience. By initialing below you are agreeing to assume all financial responsibility for your pet's medical treatment.

_____ Initial

Accidents *

Although accidents are rare, there is always a risk when working with animals. Grooming equipment is sharp. Extreme caution and care are used in all situations, however, cuts, nicks, scratches, quicking of nails, etc. may occur. In the event an accident does occur, you will be notified of the incident. We reserve the right to perform basic first aid and CPR. If the accident is serious, we reserve the right to seek immediate medical attention for your pet.

_____ Initial

Veterinarian Authorization *

I give Ruffin' Around Resort and Day Spa permission to seek veterinary treatment for my pet. I give the veterinarian examining my pet permission to treat him/her. I also agree to assume all financial responsibility for my pet's medical treatment, up to and including \$_____ without being notified. After this amount is reached, I will be notified to authorize further spending for veterinary treatment if needed.

_____ Initial

Fleas & Ticks*

Ruffin' Around Resort and Day Spa strives to be a flea-free salon. If your pet has any fleas, including those that were not seen during the check in process, they will be given a flea treatment at your expense.

_____ Initial

Special Handling or Aggressive Animals - Refusal of Services *

Ruffin' Around Resort and Day Spa reserves the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, we reserve the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming. You will be financially responsible for any grooming that was in process or finished before stopping the service.

_____ Initial

Use of Muzzles or Additional Care *

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may calm a stressed animal, allowing the grooming process to continue. We do not muzzle unless necessary, other methods are used to calm your pet first. Any dog needing to be muzzled or otherwise require additional care will be subject to a special handling fee.

_____ Initial

Interruptions During Grooming Services *

For the safety of the animals being groomed, as well as the professional pet groomer, it is asked that you do not interrupt the groomer during the appointment time. After dropping your pet off, please do not stop back in the salon until you have received a phone call from us to inform you that your pet is ready. Unexpected visitors can not only cause a delay in the appointment, but also be a safety hazard as our attention will be taken off of your pet. If you have any questions after dropping off, please call us.

_____ Initial

Matted Coats *

Pets with matted coats need extra attention during their grooming session and may require more time and breaks than usual. Mats left in a pet’s coat grow tighter, and can cut off circulation to the skin, or eventually cause openings and tears in the skin, which provides a breeding ground for bacterial or parasitic infections. If the matting is deemed minimal and the dog responds well, we will de-matt for an extra fee. However, if matting is severe or the pet doesn’t tolerate it, the least painful and stressful way to remove matting is by shaving the dog down in a shorter length. Removing a heavily matted coat can cause nicks, cuts or abrasions due to underlying skin irritation or 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 4-8 weeks. If your pet needs to be shaved to remove matting, by initialing, you acknowledge that you agree to this procedure and any risk. If in the event your pet cannot be de-matted and you would NOT like them to be shaved, it is your responsibility to let the groomer know at check in.

_____ Initial

Cancellations/No Shows *

You will receive a reminder prior to your grooming appointment. We understand that emergencies do arise. If you are going to miss your appointment for any reason, please contact us ASAP. We require at least a 24-hour notice for all cancellations or reschedules to allow us time to fill the space with a customer from our wait list. We will hold grooming appointments for 15 minutes past the scheduled drop off time. Appointments later than 15 minutes will need to be rescheduled. Repetitive last-minute cancellations, no call no shows, and excessive tardiness will be subject to an additional fee of \$20, payable during your next scheduled appointment.

_____ Initial

Satisfaction *

Your satisfaction is very important to us. If you are unhappy for any reason with your groom, just contact us within 24 hours and we will schedule an appointment for you to come back for an adjustment at the next available time for no cost.

_____ Initial

Photographs *

I authorize Ruffin’ Around Resort and Day Spa to take photos of my pet for client file, groomer portfolio, company website, Facebook page, and any other advertising opportunity.

_____ Initial

I acknowledge the balance of my pet's accumulated charges will be due when I pick up my pet. I also understand services may be terminated for lack of payment, unacceptable behavior, or for any other reason determined by Ruffin' Around. I am aware that I am liable for any/all damages (to people, property, and/or other animals) caused by my pet while at Ruffin' Around Resort & Day Spa. 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 contract to be valid approval for future grooming services, permitting Ruffin' Around to accept telephone reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read and agreed to the above. I understand that by signing this document constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance. *

Owner’s Signature _____ Date _____

Thank You for your understanding and patronage, and we look forward to giving your pet a happy and stress-free spa day!

