

Grooming Release

Every client must acknowledge that they have read, understood & agree to Grooming Release before grooming.

Release applies to all current and future dogs.

Veterinary Authorization

Occasionally grooming can expose hidden medical problems or aggravate existing problems. This can occur during or after grooming. Please make sure to disclose any current or past issues so that we may keep an eye out for them.

In case of an emergency if the owner is not on-site Saving Grace Grooming will seek immediate veterinary care for your pet with the closest vet clinic. All medical expenses for veterinary care will be covered by the pet's owner upon signing this contract/ agreement.

Accidents

Although accidents are very rare, there is a risk when dealing with animals. 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, etc. In most cases this can happen when an animal is matted and/or wiggling or moving around excessively.

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 Saving Grace Grooming feels it is serious, and the owner is not on-site, Saving Grace Grooming will seek immediate veterinary care for your pet with the closest vet clinic.

Vaccinations

All pets are strongly recommended to be current on all vaccinations and are REQUIRED to be up to date on their Rabies vaccination in order to receive grooming services.

Saving Grace Grooming requires a 24 hour window between any vaccinations and grooming.

Thank you for your understanding.

Fleas & Ticks

If I find your pet has fleas I will use an all natural flea and tick relief shampoo to help ensure all fleas are dead and to help soothe your pet's skin. You agree to pay the additional cost of flea treatment for your pet. If you do not wish to have the flea bath service will be terminated and rescheduled for at least 48 hours after you have treated for fleas yourself.

By initialing you give Saving Grace Grooming permission to remove any ticks found on your pet during grooming.

You will always be notified of any fleas or ticks found.

Refusal of Services

Saving Grace Grooming has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, Saving Grace Grooming has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee (for what was done up until that point).

Interruptions During Grooming Service

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 grooming. Every effort will be made to insure your pet is groomed as safely as possible, and an excited pet can be dangerous to continue to work on. Once your pet is in the van please do not knock on door/window, look through window, yell from outside, or any other possibly distracting behavior. If you have any questions or need to speak to your groomer once grooming has started, please call or text 267-406-0706.

Matted Coats

Animals with severely matted coats require extra attention. Mats in an animal's coat grow tight, and can ultimately damage and tear the animal's skin, which provides a breeding ground for parasite infestations.

Saving Grace Grooming 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 4-8 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 owner will be responsible for any veterinary care required as a result of matting or the dematting process.

Cancellations & No-Shows

An appointment reminder will be sent prior to every appointment. If you are going to miss your appointment for any reason, please contact us as soon as possible. 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 waiting list.

We will hold grooming appointments for 15 minutes past the scheduled drop off time. Appointments later than 15 minutes may be released based on demand.

Appointments cancelled with less than a 24 hour notice will incur a \$25 fee payable when scheduling your next appointment.

No-shows will incur a fee of 50% of the groom price payable when scheduling your next appointment.

Satisfaction

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.

Photographs

This release form authorizes Saving Grace Grooming to take photos of your pet for client file and for company website and Facebook page.

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 Saving Grace Grooming to accept reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change. This agreement is valid for all pets that I currently own or will own in the future. I have read, signed, and agreed to the above.

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