

GROOMING RELEASE AND VETERINARY CONSENT FORM

Owner

Pet

Name _____

Name _____

Address _____

☐ Female ☐ Male ☐ S/N Age _____

Home _____

Phone _____

Cell

Phone _____

Breed _____

☐ Noisy

☐ Arthritic

☐ Bites

☐ Soils Cage

☐ Shy

☐ Medical

Email _____

Veterinarian _____

Up to date on vaccinations? ☐ Yes Rabies Exp. _____

☐ Other _____

Grooming Policies and Consent

EMERGENCIES: In the event of an emergency, as the owner or guardian of the pet(s) listed above, I authorize **Ruffined Pooch Pet Spa, LLC** to immediately seek professional veterinary attention, at my cost, for my pet. I understand that all attempts will be made to contact me at the phone number I have provided. If an emergency should arise, I give permission to seek veterinary care at my veterinary clinic listed or the closest one available.

COAT CONDITION: I understand that **Ruffined Pooch Pet Spa, LLC** will put my pet's comfort above all else. I recognize that **Ruffined Pooch Pet Spa, LLC** will do the best hair cut as requested taking into consideration the pet's temperament, coat and style that is possible. In the event that my pet is matted, it is understood that the groomer may have to clip the matts out instead of brushing, as this can be very painful to the pet. If my pet is severely matted, I acknowledge that my pet will have to be shaved and that this may cause clipper burn and cuts. Matted pets make take additional time and that there may be additional charges to the regular grooming price.

Ruffined Pooch Pet Spa, LLC will provide services for your pet, as best possible, for **their** comfort and **not** for appearance. If a service is unable to be safely completed, you will be notified and responsible for the cost of services provided.

MEDICAL ISSUE NOTIFICATION: I will inform the groomer if my pet has any conditions or stress related issues prior to services. It is important for the safety of the pet and the staff of **Ruffined Pooch Pet Spa** that any aggressive behaviors be disclosed upon check in. If the groomer feels that the scheduled service is too stressful for my pet, the work will be stopped immediately, and I will be contacted. If the groomer feels that services at **Ruffined Pooch Pet Spa, LLC** is too stressful for my pet, the groomer may discuss alternative options to make the pet more comfortable.

For the safety of both our staff and all pets in our care we require proof of up-to-date rabies vaccination for all pets entering our facility and will provide a copy of vaccine records to **Ruffined Pooch Pet Spa, LLC**.

~~~ PLEASE TURN THE PAGE TO COMPLETE AND SIGN FORM ~~~

Ruffined Pooch Pet Spa, LLC
2013 Olde Regent Way, Suite 180 – Leland NC 28451
910-339-3426

FLEA & TICK: We are a flea-free facility. We recommend that all clients use flea and tick prevention medication. Please let us know upfront if your pet has fleas upon entering the facility so that we may handle them accordingly. We will give your pet extra soaking time in shampoo at your expense to prevent infestation of our shop. If you do not let us know about your pet having fleas before your appointment, we will inform you. Any tick removal will require a small fee.

EARLY DROP OFF AND PICK UP: If you have something to do, we ask that you inform us that you need to drop off early or pick up late. If your pet is dropped off early, it does not mean that the pet will be ready early. We will try to give you our closest approximation for pick up at drop off, however at times there are unexpected delays in our schedule. We will call you when the pet is ready for pick up. We ask that you pick up within 30 minutes as we do not have the space for long term daycare.

If your pet needs to stay with us for longer than 2 hours, we will charge a daycare fee. If you do not pick up before our closing time at 4:00 PM, unless specified otherwise, there will be a late fee added to your total. (\$1.00/min). If we do not hear from you by 5:15, your pet will be kennelled and cared for overnight. A \$75 fee will apply per pet. After 24 hours of no contact, your pet will be considered abandoned and state protocol will be followed.

CANCELLATION POLICY: We understand that changes or cancellations are necessary at times, however you must give at least a **24-Hour** notice so that the appointment time can be made available to another client. If you are **15 minutes** late to an appointment, you may be required to reschedule the appointment. A \$25 cancellation fee will be charged after the first appointment is missed without notification. If two (2) appointments are missed due to tardiness or without giving notice, you will be required to pre-pay a 100%(non-refundable) deposit when scheduling any future appointments.

PHOTOGRAPHY AND VIDEO: We reserve the right to photograph/video your pet for use for any legal use including but not limited to publicity, copyright purposes, illustration, advertising, social media and web content. I waive any claims of rights of compensation for the use of such photos/videos.

HELD HARMLESS: By signing this contract, you (or your Agent) agree to hold **Ruffined Pooch Pet Spa, LLC**, its owner, operators, employees, and officers, harmless from any damage, loss, or claim arising from any condition of the aforementioned pet, either known or unknown to **Ruffined Pooch Pet Spa, LLC**. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

SIGNATURE: _____

DATE: _____