

## By The Pond Pet Grooming Release Form

This agreement is a valid, legally binding contract between By the Pond Pet Spa (also referred to as BTP) and the pet owner(s). Please thoroughly read this document to ensure you are aware of our policies and procedures. This form allows BTP to provide the best care possible for your pet(s) and will be kept on file and will be valid for all future appointments. If you have any questions or concerns regarding this agreement, please do not hesitate to ask us for clarification. In case of any emergency, a signed Veterinarian Release Form is also necessary for our files.

### Client Information:

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Cell: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Home: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Veterinary Name: \_\_\_\_\_ Vet Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

### Alternative Contact:

Relationship to alternative contact: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Cell: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Home: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

### Pet Information:

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_

Sex: M \_\_\_ F \_\_\_ Spayed/Neutered: Y \_\_\_ N \_\_\_

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_

Sex: M \_\_\_ F \_\_\_ Spayed/Neutered: Y \_\_\_ N \_\_\_

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_

Sex: M \_\_\_ F \_\_\_ Spayed/Neutered: Y \_\_\_ N \_\_\_

**Please advise BTP of your pet(s) past or present injuries, behaviour or aggression problems, allergies or any other concerns, so that BTP may provide your pet(s) with the best care possible.**

**Pre-Existing Health Concerns:**

If your pet(s) has any medical conditions, BTP asks to be made aware of them so the groomer may take the necessary steps to keep your pet(s) as comfortable and safe as possible during the grooming process. Medical conditions may include, but are not limited to seizures, diabetes, arthritis, collapsing trachea, hip dysplasia, knee surgery, etc. BTP cannot be held responsible should any medical condition be exacerbated by the grooming process.

**Senior Pets:**

A senior pet(s) does have a greater risk of discomfort and injury during the grooming process. BTP will offer extra time, support and options to avoid these risks. BTP cannot be held responsible for any stress a senior pet(s) exhibits following the grooming process.

**Allergic Reactions:**

BTP works with high quality, spa grade products and in some cases, veterinary recommended products. Please advise BTP of any past or present concerns your pet(s) has so that BTP can work with you to determine which products would be best for the pet(s). BTP cannot be held responsible for any reactions your pet(s) has in relation to the grooming process.

**Coat Condition:**

Matting and/or removal of matting may cause, expose or exacerbate hidden skin and/or coat damage. BTP will inform the owner of any concerns or problems discovered during the grooming process. Damage may include, but is not limited to, rashes, abrasions, hematomas, etc. Due to the risk involved, a medical shave down or excessive dematt/deshed surcharge may be added to the bill, at varying amounts, in addition to the cost of the groom. BTP cannot be held responsible for any damage resulting from matting and/or the removal of matting.

**Aggression/Behavioural Problems:**

BTP is willing and well equipped to work with pet(s) with aggressive and/or behaviour problems. BTP will work with the owner(s) to devise a plan that has the best interest of the pet(s) in mind. If your pet(s) has a history of aggression(biting) and/or any other behaviour problems, BTP requires notification of this. Failure to do so may result in injury to your pet(s) and/or groomer. Due to the risk involved to both pet(s) and groomer, an aggressive or hard to handle surcharge may be added to the bill, at varying amounts, in addition to the cost of the groom. BTP reserves the right to refuse service to a client and/or pet(s) that pose a threat to the groomer or other pet(s) in our care. BTP cannot be held responsible for any injury to the pet(s) due to aggression and/or behavioural problems.

**Accidents:**

Accidents are very rare. BTP uses extreme caution and care in all situations, no matter the circumstances, as your pet(s) safety and comfort is BTP number one priority. Accidents may include, but are not limited to, nicks, scratches, quiked nails, etc. In the event an accident does occur, you will be notified by BTP. If BTP feels medical treatment is necessary, we will attempt to contact the veterinarian you have provided. However, the nearest veterinarian will be utilized if BTP determines it to be necessary.

**Drop off:**

BTP allows a 10 minute grace period for late arrivals. BTP cannot guarantee that grooming services can be fulfilled for late arrivals. If grooming services can still be provided, a fee of \$1.00 per minutes past the grace period to the time of arrival in the reception room will be added alongside the price of the grooming service. If grooming services cannot not be provide due to late arrival, a fee in accordance with the cancelation policy below will apply.

**Pick up:**

BTP will contact you for pick up in accordance to the time frame you request. BTP asks that you arrive to pick up within 30 minutes of receiving the pick up message. Failure to do so will result in a day care fee of \$1.00 per minute following the 30 minute pick up arrival time.

**Cancellations:**

Providing BTP with less than 24 hours notice of cancellation or rescheduling will result in a fee of 50% of the regular grooming service price, per pet. Clients with multiple pets must provide an additional 24 hours notice for each pet. Example: 3 pets requires 72 hours notice for cancellation or rescheduling. BTP will confirm your appointment the day before, as a courtesy reminder only.

**Your signature gives permission to BTP to contact your veterinarian and gives BTP authorization to seek medical treatment from the nearest veterinarian in case of any medical emergency while your pet(s) is in the care of BTP. All veterinarian expenses will be the responsibility of the owner.**

**Your signature gives permission to BTP to use photos and/or videos of your pet(s) as BTP sees fit.**

**Your signature acknowledges that you have read and agree to all policies list above.**

**Owner Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_