



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. Please thoroughly read this document to ensure you are aware of our policies and procedures. If you have any questions or concerns regarding this agreement please do not hesitate to ask us for clarifications.

*Please fill out **one form for each pet** so we may provide the best care possible. In case of any emergency, a signed Veterinarian Release Form is also necessary for our files.*

Thank you.

Client Name: Last_____First_____

Address:_____City:_____PC:_____

Phone (H)_____(C)_____(W)_____

Email:_____

Pet Description: Pet Name_____Breed_____

Age:_____Sex: M___ F___ Spayed/Neutered: Y___ N___

Has your pet ever been aggressive? Y___ N___

Please inform us of any past or present injuries so we can best care for your pet.

This form will be kept on file and is valid for future appointments. Thank you for choosing By the Pond Pet Spa for your pet grooming needs. We pride ourselves on providing the best care for your best friend.

There are some policies BTP would like to inform you, the owner, of before grooming your pet:

Matted Coats: Sometimes grooming can expose or exacerbate a hidden pre-existing condition. BTP will always bring anything the groomer may find to the owner's attention. Severely matted pets may have skin damage that is exposed when the coat is removed. BTP has years of experience removing this type of "pelt" and will do so with the utmost care; however, we cannot be responsible for any such damage including but not limited to abrasions, hematoma, or rashes that may result. We cannot diagnose a condition, but may advise the owner to seek veterinary attention.

Pre-existing Health Concerns: If your pet has any medical problems, BTP asks to be made aware of them (i.e. seizures, arthritis, collapsing trachea, etc.) so that the groomer may take whatever steps necessary to keep your pet comfortable.

Senior Animals: We love our older clients! Senior animals are treated with the utmost care and caution. A senior client does have a greater risk of injury during the groom so we take extra time to offer the support needed to get them through the groom safely. BTP is not responsible for any stressful effects grooming may have on your pet. We will work together with the owner to devise a plan that works best for your pet.

Allergic Reactions: With your pet's health in mind we work with high end spa grade products and in some cases veterinarian recommended products. We will discuss with you in detail a care plan before we start working with your pet and if issues arise we will work through them together. BTP will not be held responsible for any allergic reactions resulting from treatments.

Aggressive Animals: If your pet has any history of biting, BTP requires notification of this, to help prevent injury to the groomer. If your pet has

some behaviour issues, BTP will be happy to do what we can to help work through them. Do to the risk involved to both the pet and the groomer an aggressive or hard to handle pet will have an additional surcharge that will vary from situation to situation. BTP reserves the right to refuse service to customers that pose a threat to the groomer or other pets in our care.

Drop off & Pick up Times: If you arrive 10 minutes late for your appointment, you will be charged a \$10 fee; the fee becomes \$1 per minute after the 10 minutes. There is no guarantee your pet can be groomed when arriving late. You will be contacted 30 minutes before your pet is ready for pick up. If you are late for pick up time there may be a Daycare charge of \$1 per minute.

Cancellations: They happen and we understand schedules sometimes change. If you must cancel, we ask that you give 24 hours notice. This allows us time to re-book another client in your spot. No-shows will be subject to a fee up to the amount of the appointment.

Accidents: Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp. Although we use extreme caution and care in all situations, possible problems could occur, including cuts, nicks, scratches, quickening of nails, etc. In most cases this can happen when a pet is wriggling or moving around. Your pet's safety and comfort are our number one priority. In the event an accident does occur, you will be notified. If BTP feels it is serious, we will attempt to contact the veterinarian of your choice. However, the nearest veterinarian hospital will be utilized if BTP determines that circumstances so dictate.

Your signature gives permission for your vet to release information to BTP, and gives BTP authorization to seek medical treatment from nearest vet in the case of any medical emergency while in the care of BTP. All veterinarian expenses will be the responsibility of the pet's owner.

Your Pet's Veterinarian: _____ **at phone** (____) ____ - ____

Your signature: _____ **Date:** ____/____/____

I have reviewed this waiver and understand the contents. I affirm that I am the rightful legal owner of the pet(s) for which services are being rendered. I authorize this signed waiver to be valid approval for future grooming services. The signing of this waiver also grants BTP permission to use photo and/or video of owner's pet for promotional purposes in print, website and social media platforms. I also understand that pricing is subject to change. I have read, signed, and agreed to the above.

Accepted by:

Signature: _____

Print Name: _____

Date: _____

Signature of Witness: _____

Date: _____

