



SVDC Client Grooming Agreement

Current Vaccinations/Veterinarian Information: By signing this contract, owners verify that their pets are current on Rabies, Distemper and Parvo-Virus. Proof of Vaccination is required by Smoky Valley Dog Center, as well as current Veterinarian information. Special circumstances will be taken into consideration.

Aggressive Pets: Owners MUST inform Smoky Valley Dog Center if your pet(s) bite(s), has bitten, or is aggressive to people, other pets, or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. Smoky Valley Dog Center reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge.

Health/Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet this contract/agreement will give Smoky Valley Dog Center permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by Smoky Valley Dog Center. We will do our best to contact you first, then take your pet to your authorized Veterinarian or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Smoky Valley Dog Center does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Mats can be very difficult to remove, and may require the pet to be closely shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, exposing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations, abrasions, and failure of the hair to re-grow. Closely shaved pets are also prone to sunburn and should either have sunscreen applied daily or kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for de-matting.

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp, and even though 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 a pet is wiggling or moving around. If you arrive to pick up your pet and it is still being groomed, please do NOT talk to it or allow it to see you. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.

Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part is needed. Flea infestations can lead to tapeworm and other health problems. If fleas or ticks are found during the grooming

process, your pet will be treated with a natural product to kill the parasites and you will be charged for it. Please note – Smoky Valley Dog Center will not use pesticide dips or sprays on your pet. Ticks found will be removed for an additional charge.

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold Smoky Valley Dog Center, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Smoky Valley Dog Center. 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. It is further understood this clause applies to any and all pets groomed.

Late Pick-Ups: If your pet is not picked up within 2 hours of completion of their grooming, a \$10 daycare fee will be added. If they are not picked up by the end of the business day, they will be boarded at SVDC's standard rate, and daily charges will be calculated until they are picked up unless other arrangements to pick up after hours have been made in advance.

No-shows & Cancellations: No shows and last-minute cancellations are subject to a \$20.00 FEE PER PET which will be added to your next bill. Pre-Payment of this fee will be required before another appointment is booked. We understand there may be emergency situations and we will work with you as much as possible, but we cannot ignore "no shows" on a continued basis. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we had known that your pet was not coming. Additionally, clients 15 + minutes late risk losing their appointment without notice as it is not fair to our other clients.

Payment methods: Payment is due at the time of pickup. We accept cash, money order, PayPal, Venmo, and checks. There will be a \$30 fee for all returned checks.

IF YOU ARE RUDE TO OUR STAFF AT ANY TIME, YOU WILL BE PLACED ON THE BANNED LIST FOR ALL SERVICES THAT SVDC OFFERS. ZERO TOLERANCE POLICY.

I have read and agree to the policies of Smoky Valley Dog Center in regards to grooming.

Name_____ Signature_____

Date_____ Pet's Name_____