

Chantilly Animal Hospital Grooming Release Form



Emergencies: In the event of an emergency, I authorize this establishment to immediately seek professional veterinarian attention for my pet (at any expense). I understand that all attempts will be made to contact the owner in the event of an emergency.

Coat Conditions: I understand that *Chantilly Animal Hospital* will put the pet's comfort and safety first. If your pet's coat is matted, I understand that the groomer may have to shave out mats rather than de-matting which can be painful. Mats left in a pet's coat only grow tighter and can strangle the pet's skin, or in worst case scenarios cause painful sores. *Chantilly Animal Hospital* 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 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, causing skin irritations that existed before 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. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or should be 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 and bath appointments. There is an extra charge for De-matting. **We will attempt to call you if your pet must be shaved down due to matting if not otherwise agreed upon or if De-matting Charges will be greater than \$10. If we are unable to reach you, we will do what we deem safest for your pet's health and well-being.**

Accidents: There is always the possibility an accident could occur. The grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, kwiking of nails, etc. In most cases, this can happen when a pet is wiggling or moving around. Every effort will be made to ensure your pet is groomed as safely as possible; however, some pets may have reactions to grooming products or procedures such as shaving, ear plucking, etc.

Parasites: If fleas or ticks are found on your pet during the grooming process, your pet will be treated, and you will be charged an additional fee. Please note that parasites are a health hazard to your pet as well as to humans

Health/Medical problems: Grooming can sometimes be stressful to pets, especially seniors, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with current health issues have a great risk of injury, these pets will be groomed for cleanliness and comfort only to prevent the pet(s) from stressing out. In the best interest of your pet, this Agreement gives *Chantilly Animal Hospital* permission to obtain any veterinary treatment, and records should it be deemed necessary by the staff. We will do our best to contact you first in case of a medical emergency. All expenses for Veterinary care are the responsibility of the pet's owner. The owner understands that they will inform the staff of any pre-existing health or medical issues prior to the grooming appointment.

Drop off/Pick up: Please arrive at your given appointment time. There is a chance we are still working on a previous appointment, and we want to avoid distractions. Once your pet(s) are finished we will text or call you to let you know your pet is ready. Please pick up your pet(s) within 30 minutes of the groom's completion. If you are late picking up your pet an additional fee may occur. Please let us know prior to drop off and we can make special arrangements to accommodate if the pet(s) need to stay later.

Now show/Cancellation/Late Policy: Please give at least 48 business hours advanced notice if you need to cancel an appointment. *Chantilly Animal Hospital* will require a non-refundable deposit for the next appointment to be made. No-shows and last-minute cancellations are subject to a ½ the cost of the groom PER PET. Pre-payment for the same will be required before another appointment is booked. We understand there may be emergencies and will work with you, but not on a continued basis. Please be respectful of our time as we are a groom-by-appointment business. Note: Clients 15 minutes late risk losing their appointment without notice.

Hold Harmless Agreement: By signing this contract, you (or your Agent) agree to hold *Chantilly Animal Hospital*, its 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 *Chantilly Animal Hospital*. It is also further understood and agreed 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.

Vaccinations: Proof of rabies vaccination or Titer testing must be provided by the pet parent before services can begin.

Behavior: The Owners must inform *Chantilly Animal Hospital* if their pet has behavioral issues such as aggression towards people or animals, has bitten anyone or another animal, has food aggression, has cage aggression, or is leash reactive. The owner understands that if any signs of aggression occur that muzzles may be required to ensure the safety of the staff and animal. *Chantilly Animal Hospital* reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and an additional charge may occur in addition to the regular grooming charge.

I have read and agree with the policies of *Chantilly Animal Hospital* as stated in this contract.

Client Name: _____

Signature: _____

Pet Name: _____

Date of Service: _____