



GROOMING RELEASE FORM

General Grooming Information: Extra care will be taken when performing grooming procedures, however, the Owner (“You”) must understand possible reactions such as stress, skin irritation, possible nicks to the skin or a toenail quick may occur. You understand that problems occasionally arise after a grooming visit such as bleeding of nicks, clipper irritation and mental or physical stress. Grooming can also expose a hidden medical problem or aggravate a current one. Moles/Skin Lesions/Tumors/Other Irregularities: Because these skin irregularities may protrude from the skin, they are vulnerable to nicks or cuts during the grooming process. Long/sharp dewclaws are sharp and dangerous to staff and other animals and risk getting caught in kennel flooring causing injury. You understand that Senior Pets (age 7+) may have a greater chance of injury. You agree not to hold Urban Dogg responsible for any injuries that might result from the grooming process. You agree that your dog is current on his or her current rabies vaccination(s) when on the premises of Urban Dogg.

Emergencies: In case of an emergency, we would like your permission to obtain immediate veterinarian treatment, at your expense, should it become necessary. If your dog's veterinarian is not readily accessible, Urban Dogg is authorized to use a veterinarian of its choice. Urban Dogg will not be responsible for any conditions or problems discovered during grooming. Should veterinary care be necessary as a result of any services rendered by Urban Dogg, Urban Dogg must be notified within 48 hours of such care. Reimbursement for such care will be at the sole discretion of Urban Dogg.

Matting: Dogs with severely matted coats require extra attention. Urban Dogg will not cause serious or undue stress to pets by de-matting. If a dog is severely tangled and/or matted, it poses a greater risk of injury, stress and trauma. Heavy matting can trap moisture and urine near the pet's skin, allowing mold, fungus and bacteria to grow and/or reveal skin irritations that existed prior to the grooming process. While all precautions are taken, removing a heavily matted coat can cause nicks, cuts or abrasions. Aftereffects of mat removal can include itchiness, redness, self-inflicted irritations or abrasions and – in extreme cases - failure of hair to regrow. In some cases, pets may also exhibit brief behavioral changes.

Double Coats: Urban Dogg does not recommend shaving down double-coated dogs unless you deem it absolutely necessary to his/her health and wellbeing. Some complications that can occur include: The coat not growing back in the same texture and/or color prior to shaving; bald patches; hyper pigmentation of the skin; darkening of the skin where the coat has not grown back; loss of guard coat (the top layer of the coat); coarse re-growth of hair in different directions; exposure to the elements (sun/heat damage or stroke and cold weather); exposure to bug bites; reduced protection to scratching etc. Knowing that any and all of the above conditions can occur, you authorize your groomer to shave down your pet and agree not to hold Urban Dogg responsible for any complications described above which might result.

Aggression: You MUST inform Urban Dogg if your pet bites, 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. Urban Dogg reserves the right to refuse/stop services for such pet(s) at any time before, during or after the grooming process should your pet exhibit aggressive behavior. You understand you are liable for any medical care expenses and damages that result from injuries to groomers, staff and other animals caused by your pet.

Fleas/Ticks/Lice: Parasites are a health hazard to your pet as well as to humans. If fleas, ticks or lice are found on your pet during the grooming process, your pet will be treated with a flea and tick shampoo to kill the parasites and you may be charged an additional fee. Any ticks found will be removed for an additional charge and we strongly encourage you to have your pet tested for Lyme Disease. If lice are found, we will advise you to take your pet to the veterinarian and grooming services will cease immediately as a safeguard against their spread. A \$45 lice charge will apply in addition to the cost of the groom, which will be completed when your veterinarian has confirmed your pet is clear of lice.

No-Shows/Tardiness: Please be respectful of our groomers' time as we are a by-appointment business and another client could have taken your appointment had we known. Failure to show for your scheduled appointment or appointments that are not cancelled 24 hours beforehand will be subject to a \$30 No Show/Late Cancel Fee, which will be added to your next appointment. We understand that emergency situations arise and will work with you on a case-by-case (but not on a patterned) basis. If you are more than 15 minutes late you risk losing your appointment without notice due to groomer time constraints. Management reserves all rights in this situation.