

Chesapeake Pet Resort & Day Spa

Grooming Release & Client Agreement

Payments & Pricing

- Pet Owner agrees to pay the rates in effect on the date of service.
- Prices are listed on our website but may vary depending on coat condition, behavior, or special needs. Final pricing will be discussed at check-in with your groomer.
- Payment in full is due at checkout. Pets will not be released until all charges are paid.
- Checks are not accepted.

Vaccination Requirements

- Pet Owner verifies that their pet is up to date on all vaccinations and is in good health to the best of their knowledge.
- Proof of current vaccinations is required before services may be provided.
- Required vaccines: Rabies, Distemper (DHPP or DHLPP), Bordetella (recommended every 6 months; required annually).

Owner Responsibilities

- Disclose any pet allergies, medical conditions, or behavioral issues to grooming staff.
- Be available by phone during grooming. Pick up pet within 30 minutes of notification. A \$30 DayStay fee applies if late.
- Arrive on time. Pets more than 15 minutes late may be rescheduled, and a missed appointment fee may apply.
- Grooming may take 1–6 hours depending on coat and behavior.

Health & Medical Care

- Grooming may reveal or worsen health issues, especially in senior or ill pets.
- If medical treatment is necessary, Chesapeake Pet Resort & Day Spa may obtain immediate veterinary care at Owner's expense.

Matted Coats

- Severely matted coats may require shaving, which can result in cuts, irritation, or uneven regrowth.
- Shaved pets may be prone to sunburn and should be protected until fur regrows.
- Extra charges apply for de-matting.

Parasites

- If fleas or ticks are found, the pet will receive a flea bath at the Owner's expense.
- Tick removal and additional flea treatments may incur extra charges.

Aggressive or Dangerous Pets

- Owners must disclose any history of biting or aggression.
- Muzzles may be used if needed for safety.
- Service may be refused if a pet poses a danger. A handling fee may apply.
- Owner is responsible for costs from bites, injuries, or damages caused by their pet.

Cancellations & No-Shows

- Cancellations must be made at least 24 hours in advance.

- A \$25 missed appointment fee will apply for no-shows or late cancellations.
- Owner authorizes Chesapeake Pet Resort & Day Spa to charge the card on file for such fees.

Photo & Media Release

- Owner grants Chesapeake Pet Resort & Day Spa permission to use their pet's name and likeness in photos, videos, and promotional materials without compensation.

Liability Waiver & Release of Claims

- Grooming tools are sharp, and while extreme caution is used, accidental injuries may occur.
- Owner waives, releases, and holds harmless Chesapeake Pet Resort & Day Spa and its staff from any claims, damages, or liabilities arising from grooming services.
- Owner agrees to indemnify Chesapeake Pet Resort & Day Spa against third-party claims related to their pet's participation in grooming.

Pet Owner Signature: _____ Date: _____

Printed Name: _____ Pet's Name: _____