Pamper Your Pup Grooming

1190 Twinney Dr, Unit 6

Newmarket, Ontario

905-505-6846

Grooming Waiver

**Health or Medical Issues**

Grooming can sometimes reveal a concealed medical condition or aggravate an existing one. This might happen while grooming or afterward. Please notify us of any current or previous problems so that we can keep an eye out for them. When you check the box here, the pet's owner will bear all medical fees for veterinarian care.

**Accidents**

Although accidents are extremely rare when working with animals, they do occur. Grooming equipment is sharp, and while we employ extra caution and care in all cases, cuts, nicks, scratches, quickening of nails, and other issues are conceivable. When an animal is wiggling or moving around, this is most likely to happen. The safety and comfort of your pet is our first priority. In the unlikely event that an accident occurs, you will be alerted. If we believe the situation is critical and the owner is unavailable, we will seek immediate veterinary care for your pet at the nearest veterinarian clinic.

**Authorization from a Veterinarian in Case of a Medical Emergency**

In the event of a medical emergency while in our care, this release grants us full authority to seek medical attention from the nearest vet clinic.

**Vaccines**

Rabies immunization is required for any grooming service. It is strongly advised that all pets be up to date on all vaccinations.

**Ticks & Fleas**

We make every effort to be a flea-free environment. If your pet has fleas, you will be charged between $10 and $20 for a flea bath (depending on size of dog). You can reschedule your appointment after the matter has been resolved if you do not want them to get one.

**Refusal of Services for Dangerous or Aggressive Animals**

At any time, we reserve the right to refuse any service. We reserve the right to refuse grooming services, suspend grooming services, or cancel grooming services at any time before, during, or after grooming, and the client will be charged a grooming fee if your pet is too agitated or becomes unsafe to groom (for what was done up until that point).

**Muzzles**

Muzzling your pet is a harmless practice used when needed and properly, it protects both the pet and the groomer. Muzzling a scared animal can sometimes even calm it down, allowing the grooming process to continue. If your pet continues to be overly stressed or if its action could be harmful to the groomer or itself, we reserve the right to terminate grooming services at any time and charge a service fee. We don't muzzle unless your pet specifically requests it by its own actions. Other techniques of calming your pet are explored first, and muzzling is only used as a last resort. Dogs who require muzzling or additional employees to manage will be charged at a higher fee than usual, as grooming aggressive or frightened dogs takes significantly longer.

**Interruptions During Grooming Services**

It is requested that you do not interrupt the groomer during grooming services for the safety of the animals being groomed as well as the professional pet groomer. Every attempt will be taken to groom your pet as safely as possible, but continuing to work on an eager pet can be dangerous. Please do not return to the shop until you have gotten a phone call from us informing you that your pet is ready. Please contact us if you have any questions after dropping off.

**Matted Coats**

Animals with matted coats need special attention. Mats in an animal's coat can become so tight that they harm and tear the skin, providing a breeding ground for parasite infestations. By dematting, we will not cause your pet any major or unnecessary stress. Mats can be tough to remove and may mean shaving the pet. Due to skin growths trapped in the mats, removing a densely matted coat might result in nicks, cuts, or abrasions. Heavy matting can also trap moisture and urine near the pet's skin, causing mold, fungus, or bacteria to grow and cause skin irritations that were not present previous to brushing. Itching, skin redness, self-inflicted irritations or abrasions, and hair failure are all possible side effects of mat removal techniques. Pets may also experience short behavioral changes in some situations. Grooming visits should be scheduled every 4-8 weeks for the best defense. By checking the box here, you realize that your pet may need to be shaved to remove matting, and that you understand the risks involved. This method will incur an additional fee because it is time intensive and causes additional wear and tear on grooming equipment.

**Cancellations/No Shows**

We will contact (text) every appointment 48 hours before to remind you (please confirm that we have the correct number on file). If you are going to be late for your appointment for any reason, please let us know as soon as possible. All cancellations or reschedules require at least a 24-hour notice to provide us time to fill the spot with a customer from our waiting list. Grooming appointments will be held for 15 minutes after the stated drop-off time. Appointments that are more than 15 minutes late may be canceled due to high demand. A $25 fee will be charged for no-shows and appointments cancelled with less than 24 hours notice when scheduling your next appointment.

**Satisfaction**

Your satisfaction is extremely important to us. If you are dissatisfied with your groom for any reason, please contact us within 48 hours and we will organize a time for you to return for a free adjustment at the next available time.

**Photographs**

By signing this release form, you give us permission to photograph your pet for use in customer files, as well as for the company's website and Facebook/Instagram page.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the dog(s) for which services are being rendered. I authorize this contract to be valid approval for future grooming services, permitting us to accept telephone reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change. This agreement is valid for all pets that I currently own or will own in the future. I have read and agreed to the above. I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

Please sign below:\*

Clear

Please sign here

I agree to use electronic signatures in accordance with these terms and conditions.

Date Signed:\*

Month / Date / Year \*