

TWIN LAKES PET RESORT

GROOMING SERVICES AGREEMENT

Every client is required to read and sign this Grooming Agreement prior to receiving any grooming services.

I, _____, the undersigned client, do hereby entrust my pet(s) _____
_____ to Twin Lakes Pet Resort and all employees for the purpose of grooming my pet(s).

I agree to the following:

1. Your pet's safety is our top priority. We require a current copy of your pet's vaccination records (Dogs: Rabies; Cats: Rabies).
2. If it is necessary for the safety of your pet and the groomer/stylist, muzzles, elastic collars, slings, straps etc. will be humanely used. You must inform us if your pet bites or has ever bitten any person or other animal.
3. I am aware that if my pet does not respond to the groomer/stylist and remain still during the grooming procedure, accidents can happen such as nicks from clippers, scissors or toenail trimmers. If you arrive early to pick up your pet and they are still being groomed, please do NOT talk to them or allow him/her to see you. An excited pet can be dangerous to work on. We reserve the right to end the grooming session even if the groom is not completed and the full grooming price will be charged. For the pet to properly respond to the groom, it is essential that the pet be alone with the groomer/stylist and clients will not assist in the grooming unless requested to do so.
4. Client will advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. Products not labeled for use on animals can be used for grooming but only with your permission. Please let us know of any prior grooming history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.
5. Twin Lakes Pet Resort understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort. Although these are routine procedures normally performed for the well-being of the pet, we will not continue with any grooming procedure that will cause pain, discomfort to the pet or harm to the groomer/stylist. Sometimes for a more sensitive dog, these procedures are best left to the care of a veterinarian.
6. Twin Lakes Pet Resort/the groomer will be held harmless from damages, loss or claims arising from any known or unknown pre-existing condition of the pet.
7. Client authorizes the groomer/stylist to act as his/her agent in the event emergency veterinary services, boarding, care-taking, and/or transportation is necessary.
8. If fleas are found on your pet, the groomer/stylist will administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer/stylist's discretion and at the client's expense. The shampoo is gentle, non-alkaline and hypoallergenic.
9. Allowing a pet's coat to get matted is not only very uncomfortable but dangerous for your pet's health. The groomer/stylist will de-mat the pet (if possible) and there is an extra charge for de-matting. Mats can be very difficult to

remove and your pet may receive a "shave down" to remove them. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis. If the client requests the mats to be combed out, the groomer/stylist will not do so if it causes the pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems. I am aware that neglect of my pet's coat can be cause for problems after grooming/shave down such as clipper/brush irritation, itchiness, failure of hair to re-grow and make my pet prone to sunburn. I am also aware that shaving may expose pre-existing skin conditions.

10. Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer/stylist will perform the cuts to the best of his/her understanding of the client's directions and his/her ability but no other guarantee is made.

11. Every effort will be made to keep our scheduled grooms running smoothly. A typical pet groom can be completed in 1 to 3 hours from the time of your appointment. If your pet(s) has behavior issues or skin and coat problems, you may be looking at a longer period of time.

12. Our groomers/stylists are trained professionals. We reserve the right to alter or cease any groom in the event that our staff determines it is in your pet's best interest or your pet displays aggressive behavior. Client understands that Twin Lakes Pet Resort has the right to refuse service to the client's pet(s) at any time for any reason.

13. We will use extra care and patience for older pets; however, we will not be held responsible for any reaction due to the mental or physical stress of grooming geriatric pets. If in our judgement, brushing or clipping is determined to cause too much stress to the pet(s), we will modify or terminate the haircut. Please be sure to notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying or clipping phases. Any grooming which takes place on an elderly or frail pet is conducted at your own risk.

I, the undersigned, have read, understand and agree to the above terms for the grooming of my pet(s) at Twin Lakes Pet Resort.

Signature of Owner _____ Date _____