



GROOMING RELEASE

Your pet is very important to me! Jilly's Puff and Fluff Grooming LLC would like to assure you that every effort will be made to make your pet's experience as safe and pleasant as possible. Safety comes first during the grooming process; for people, as well as your pet. You are required to sign a Grooming Release form before any services will be performed.

Medical Information

As the owner, you acknowledge the dog is at least 12 weeks old, in good health, has no apparent communicable diseases or parasites and is current on their rabies vaccination and will provide documentation as such. You also acknowledge to express any behavior aggression, triggers or past trouble with grooming, allergies, medical issues or updates. We ask this not to turn your pet away but to ensure we can be aware of any issues to make the groom go as smooth as possible.

Cancellation & No Call, No-Shows

Because I am grooming a limited amount of dogs, a cancellations could leave an open day that could have filled by another customer. I ask that any rescheduling or cancellations be made at least 24 business hours in advance or a fee of \$20 will be payable on/or before your next appointment. If you do not call to cancel and do not show up to your appointment this is considered a "no call, no-show" and \$20 fee will be charged and is required to be paid before another appointment may be scheduled.

Fleas/Ticks

Flea/Tick treatment is required all year long to enter the salon. If your pet has any fleas/ticks, you will be called and asked if they can be given a flea/tick bath for an additional \$15. If you do not want them to receive one, you will need to pick up your pet and reschedule after the issue is resolved.

Dangerous or Aggressive Animals – Refusal of Services

In the event that your animal is too stressed or becomes dangerous to groom, Jilly's Puff and Fluff Grooming LLC has the right to refuse services, stop grooming services or cancel services at any time before, during or after grooming and you will be charged for the services rendered until that point.

Sedated Pets

Jilly's Puff and Fluff Grooming LLC does not work on sedated pets, as there is a risk of serious side effects. If you sedate your pet for their appointment and do not inform me, you understand that I will not be held liable for any repercussions related to the sedation. If I believe your pet has been sedated, I will refuse or stop services and a fee will be charged for services rendered to that point.

Matted Coats

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations and infections. Jilly's Puff and Fluff Grooming LLC will not cause serious or undue stress to your pet by de-matting (brushing out, detangling) excessively matted coats and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or

abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that exist 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. In some cases, pets may also exhibit brief behavioral changes due to the odd feeling of less hair. If your pet needs to be shaved due to severe matting, you acknowledge and agree to this procedure and any risks including but not limited of those listed above. There will be an additional charge for this process; it is very time-consuming and causes extra wear on grooming equipment.

Other Fees

Additional fees may apply depending on the breed, size, age, behavior and/or condition of the fur. These charges will be determined on how much extra time was incurred due to the requested service.

Payment

Payment is due at the time of pick-up. Payment can be made with cash, Zelle, PayPal or credit card via Square (3% service charge applied to credit cards).

Satisfaction

Your satisfaction is important to Jilly's Puff and Fluff Grooming LLC. If you are unhappy for any reason and would like something adjusted, I will be happy to make immediate modifications during pick-up or call/text within 24 hours to make arrangements to come back. There are no refunds on Grooming Services.

Photographs - Videos

This release authorizes Jilly's Puff and Fluff Grooming LLC to take photos/videos and to use your pet's first name within client files and on social media including but not exclusive of the company website, Facebook and/or Instagram. All photos/video taken are the property of Jilly's Puff and Fluff Grooming LLC.

Jilly's Puff and Fluff Grooming LLC Liability Release

Your pet is very important to Jilly's Puff and Fluff Grooming LLC. I would like to assure you that every effort will be made to make your pet's experience as safe and pleasant as possible. Safety comes first. The Liability Release form must be completed prior to grooming services are performed.

Safety

Due to the intimate nature of the grooming process and/or a pet's tolerance level for stress, strangers or handling, some pets may become anxious, reactive and/or aggressive. I will take every precaution to complete the grooming service safely and humanely, including the proper use of common industry safety equipment such as, but not limited to loops, happy hoodies, muzzles, hammocks and restraints. If it is determined that continuing the service would present a threat to your dog's emotional or physical health and/or the safety of the groomer, the service will be discontinued and you will be contacted. You will be responsible to pay for services rendered up to that point. If a dog bites the groomer, you will be expected to pick up the pet immediately, so that the groomer can seek medical attention. There will be no refund and the owner will be responsible for any medical care costs.

Health or Medical Problems

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All known allergies, medical issues and treatments – including dietary or physical restrictions **MUST BE DISCLOSED**. All veterinary care expenses will be covered by the pet's owner upon signing this agreement.

Accidents

Although accidents are very rare, there is a risk when handling pets. Even though I use extreme caution and care in all circumstances, grooming equipment is extremely sharp and possible accidents can occur. This includes but is not limited to cuts, nicks, scratches, exposing the nail quick and clipper/brush burn. Your pet's safety and comfort is my top priority; if a non-emergency accident does occur, you will be notified about it upon pick-up. If Jilly's Puff and Fluff Grooming LLC feels it is an accident requiring immediate veterinary attention and the pet owner is not on-site, immediate care will be sought out for your animal.

Veterinarian Authorization – Medical Emergencies

This release gives Jilly's Puff and Fluff Grooming LLC full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any medical or behavioral emergencies while in our care. All veterinary expenses will be covered by the pet's owner upon signing this agree acknowledge my pet shall receive the best care while in the custody of Jilly's Puff and Fluff Grooming LLC.

By signing this contract, I am giving my consent for Jilly's Puff and Fluff Grooming LLC to take my animal to the veterinarian if in the opinion of the groomer, it becomes necessary and that I, as the owner of the pet, agree to pay for any and all medical conditions.

I acknowledge my pet shall receive the best care while in the custody of Jilly's Puff and Fluff Grooming LLC. It has been explained to me that safety is the most important priority.

I accept the risks involved and agree to hold Jilly's Puff and Fluff Grooming LLC harmless for any injury or illness to my dog while in the custody of Jilly's Puff and Fluff Grooming. In the event of a liability, I understand that Jilly's Puff and Fluff Grooming LLC liability shall be limited to the actual provable damages and shall in no case include punitive and/or consequential damages.

In the event the groomer is injured by my pet and needs medical treatment, I understand that it will be my responsibility, as the owner, to cover medical costs related the injuries inflicted by my pet.

I have read the policies and agree to follow all of the rules and regulations set forth by Jilly's Puff and Fluff Grooming LLC.

I have reviewed this Service Contract for accuracy and I understand the contents of this contract. I affirm that I am the rightful legal owner of the animal(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Jilly's Puff and Fluff Grooming LLC to accept online, telephone or email reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed and agreed to the above terms and conditions.

Signature: _____

Date: _____