

Dogwood Lodge, Inc.
Grooming Agreement

I agree to the following:

1. Your pet's safety is first at Dogwood Lodge, Inc. We require a current copy of your pet's vaccination records.
2. If it is necessary for the safety of the pet and the groomer, muzzles, elastic collars, slings, straps etc. will be humanely used.
3. I am aware that if my pet does not respond to the groomer and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers.
4. For the pet to properly respond to the groom it is essential that the pet be alone with the groomer and clients will not assist in the grooming unless requested to do so.
5. Customer assumes all liabilities, financial and otherwise, for the behavior and health of their pet.
6. Customer will advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. 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.
7. Dogwood Lodge, Inc. 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, so 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. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian.
8. Dogwood Lodge, Inc./the groomer will be held harmless from damages, loss or claims arising from any known or unknown pre-existing condition of the pet.
9. Client authorizes the groomer to act as his/her agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or other medical conditions.
10. If fleas are found on your pet, Dogwood Lodge, Inc. will administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer's discretion and at the client's expense.
11. Allowing a pet's coat to get matted is not only very uncomfortable but dangerous for your pet's health. The groomer will de-mat the pet (if possible) for an additional fee, in addition to the regular grooming fee or the pet will receive a "shave down" to remove the mats. 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 be combed out, the groomer will not do so if it causes 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 such as clipper/brush irritation.

12. Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his/her understanding of client's directions and his/her ability but no other guarantee is made.
13. Shaving of your pet may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions. Understand that shaving a double coated dog may result in the coat not growing back, growing unevenly, color change, and/or texture changes.
14. Every effort will be made to keep our scheduled grooms running smoothly. A typical pet groom can be completed in 2 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.
15. Our groomers 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. Customer understands that Dogwood Lodge, Inc. has the right to refuse service to Customer's pet (s) at any time for any reason.
16. Some pets will become very uncomfortable and/or scared during the grooming process and might attempt to bite our Groomer. In the event this happens, we will notify you and a special handling fee may be accessed to your bill. Please let us know beforehand if you already know your pet has this behavior.
17. We will use extra care and patience for older pet(s); however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pet(s). If, in our judgment, 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 risk.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Dogwood Lodge, Inc.

Pet owner/guardian's signature

Pet owners printed name

Pet's Name