



GROOMING CONSENT FORM

DATE:

OWNER:

CLIENT ID:

PET:

| DOGS (REQUIRED) | CATS (REQUIRED) |
|---|--|
| Rabies | Rabies |
| DHPP (Distemper/Hepatitis/Parvo/Parainfluenza) | FVRVP (Feline Distemper) |
| Bordetella | Recommended: FeLV (Leukemia), Fecal Test |
| Recommended: Flu (H3N8/H3N2), Lepto, Fecal Test | |

****IMPORTANT NOTE****

The majority of pets tolerate bathing and grooming without issue. Occasionally, a pet may be too aggressive or too anxious to permit grooming without a danger to itself or the staff. These pets often require sedation in order to be safely groomed. We have the right to refuse service to cats or dogs that are aggressive and sedation is not an option for them at the time of grooming.

****ACCIDENTS****

Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when an animal is wiggling or moving around.

Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If Blackhorse Animal Hospital feels it is serious, and the owner is not on-site, we will seek immediate veterinary care for your pet with the one of our veterinarians on-site.

Pet Owner's Initials: _____

****HEALTH, MEDICAL OR BEHAVIOR PROBLEMS/ISSUES****

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Please make sure to alert us of any current or past issues so that we may keep an eye out for them. All medical expenses for veterinary care will be covered by the pet's owner upon signing this contract/agreement. Please let the groomer know if there are any behavioral issues that could arise during grooming.

Pet Owner's Initials: _____

****FLEAS AND TICKS****

Blackhorse Animal Hospital strives to be a flea-free environment. If your pet has any fleas, they will be given a flea treatment with an oral product called Capstar and/or flea bath at your expense of \$12 - \$22 (depending on size of dog). If you do not want them to receive one, you can reschedule your appointment after the problem is taken care of by you.

Pet Owner's Initials: _____

****USE OF MUZZLES****

Muzzling does not harm your pet and protects both the pet and the groomer. If your pet still acts in a way that is dangerous, Blackhorse Animal Hospital has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet first, muzzling is a last resort. Dogs that require muzzling or extra staff to help manage them will be charged at a higher than standard grooming rate. This is because dogs showing aggression or acute nervousness take much longer to groom.

Pet Owner's Initials: _____

****MATTED COATS****

Animals with severely matted coats require extra attention. Mats in an animal's coat grow tight, and can ultimately damage and tear the animal's skin, which provides a breeding ground for parasite infestations.

Blackhorse Animal Hospital will not cause serious or undue stress to your pet by dematting. Mats can be very difficult to remove, 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 existed prior to the grooming process.

After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, hematomas of the ears (a pool of blood that collects between the skin and the cartilage of a pet's ear flap) and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-8 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge for this process: it is time consuming, and causes extra wear and tear on grooming equipment.

Pet Owner's Initials: _____

****SHED-LESS TREATMENT****

Every dog sheds year-round, some much more than others. Then there is the twice annual “blow out” that for some dogs is extreme. Our low-shed treatment uses a variety of tools and products, depending on what works best on each dog coat—the Shed-less Treatment simply doesn’t work on all types of coats.

With every dog, there is only so long that we can brush before the skin become irritated and we have to stop. Again, for most dogs, most of the time, a once-a-month bath and a Shed-less Treatment is sufficient. However, for some dogs, and during some times of the year, this isn’t enough to see a significant difference. In these cases, we offer (and recommend) one follow-up visit for an additional “brush only”*** appointment to occur within 7-10 days from the original appointment for the cost of the Shed-less Treatment add-on (\$22 depending on the coat). In some cases, it may take multiple rounds of this process to get through the heaviest shedding months. When the groomer/bather is done with your dog, they will discuss their recommendations for the best course of action.

***These “brush only” appointments are only offered in combination with the Shed-less Treatment and only one per bath can be used.

By initialing, I understand that that my dog may still have some shedding after their low-shed treatment and that I may schedule an appointment within 10 days for a “brush only” session.

Pet Owner's Initials: _____

****CANCELLATIONS/NO-SHOWS****

We always call every appointment the day before with an appointment reminder (please confirm that we have the correct number on file). If you are going to miss your appointment for any reason, please contact us ASAP. We require at least a 24-hour notice for all cancellations or reschedules to allow us time to fill the space with a customer from our waiting list.

If there are 3 no-shows or last-minute cancellations, we will require a 50% deposit at the time of the next grooming appointment made.

Pet Owner's Initials: _____

****ADDITIONAL SERVICES****

Nail trims and expressing the anal glands are included in the grooming price and process and are performed by the groomer. If you request that a technician or doctor perform a nail trim (\$10.00) or to express anal glands (\$10.00), there will be an additional fee for each service (regularly \$18.00 for each service).

Pet Owner's Initials: _____

****SATISFACTION****

Your satisfaction is very important to us. If you are unhappy for any reason with your groom, just contact us within 48 hours and we will schedule a time for you to come back for an adjustment at the next available time for no cost.

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 signed contract to be valid approval for future grooming services, permitting Blackhorse Animal Hospital 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, signed, and agreed to the above.

SIGNATURE: _____

DATE: <date>