

Client Grooming Agreement

By signing this agreement I, dog owner, confirm with/agree to the following:

I am either the owner of the dog or have permission from the owner to act as their agent.

The dog is up-to-date on all required vaccinations including, at a minimum, Rabies and Parvo. Proof of vaccination is to be provided to Furrific, upon request, within 2 business days.

To openly disclose all important information prior to any services being provided including, but not limited to, updates to contact and dog's information and whether the dog: bites/has bitten; is not socialized; is not good with other dogs or people; is not fixed (spayed/neutered); has health/medical concerns; has lumps, bumps – things under the fur which cannot be seen; has never been groomed before; is aggressive; may have parasites; or has been deemed a dangerous/vicious animal.

Muzzles or other safety procedures may be used.

Grooming procedures can sometimes be stressful and can expose hidden problems or aggravate current ones either during or after the grooming process. Because senior dogs and dogs with health, medical or social problems have a greater chance of injury, these dogs will be groomed for cleanliness and comfort, in styles that will not add to their stress, as swiftly and esthetically pleasing a manner as is possible.

If deemed necessary to do so we (the groomer) will seek immediate veterinary treatment for the dog at the nearest available veterinary facility. We will do our best to contact you first. You will be responsible for all expenses related to the veterinary care for the dog.

Pets with matted coats need extra attention during the grooming process. Mats can be very difficult or painful to remove, and may require the dog to be shaved. Removing a matted coat includes the risk of: nicks; cuts; or abrasions. After effects of mat removal procedures can include, but are not limited to: itchininess; irritability; skin redness; swelling; self-inflicted irritations; abrasions; or failure of the coat to either re-grow or grow back as it was before. Shaved dogs are also prone to sunburn. In some cases dogs may also exhibit brief behavioral changes. In the event a dog needs to be shaved they will be shaved as swiftly, yet carefully, in an esthetically pleasing manner as is possible.

There is always the possibility an accident could occur. Grooming equipment is sharp, even though caution and care are used. Possible accidents can occur including, but not limited to: cuts; nicks; scratches; skin sensitivity/irritation; reactions to products/equipment used; quicking of nails, etc. In most cases this can happen when a dog is wiggling or moving around. If you are present and a distraction to the dog or the groomer you may be asked to leave or we may end the grooming session.

If fleas or ticks are found during the grooming process, the dog may be treated with a product to kill the parasites and you will be charged. Fleas or ticks found may be removed for an additional charge. Ticks can be especially hard to remove and while doing so, and attempting to do so, the head of the tick(s) can remain imbedded in the skin resulting in irritation or infection.

We reserve the right to: refuse to provide; stop providing; or refuse to continue to provide service for any reason at any time. If services have commenced we reserve the right to charge the full grooming charge.

By signing this agreement you as owner/agent agree to hold Furrific, including its owners, operators, employees, family members and descendents harmless from any damage, loss, or claim for any reason.

October 2013

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It is further understood and agreed that the terms of this agreement overwrite any and all prior signed contracts or releases.

We are not veterinarians and cannot provide medical advice. If you have any medical concerns at any time please see your veterinarian.

Pricing for services provided will be determined by Furrific on a case-by-case basis depending on the needs of the dog, the service provided, and the level of difficulty involved. Pricing charged may vary from appointment to appointment and is subject to change at any time without notice.

A \$35 fee will be charged for any cheque that is returned. Payment for such, in addition to the amount of the returned cheque, will be required within 2 business days of the date the cheque is returned.

We do not have the resources to keep dogs for an extend period of time. If the dog is not picked up by the end of the business day (according to the hours of operation in effect on the day the dog was dropped off) an additional \$50.00 FEE PER DOG BOOKED will apply. If the dog is not picked up within 24 hours of the end of the business day (according to the hours of operation in effect on the day the dog was dropped off) we will consider the dog to be abandoned.

We understand that emergency situations may arise and we will work with you in such a case (i.e., car accident, medical emergency) however no shows and last minute cancellations and rescheduling requests less than 24 hours in advance, are subject to a \$50.00 FEE PER DOG BOOKED. Payment for such will be required before another appointment is booked. Notes: 1) clients 15 minutes late risk losing their appointment without notice and 2) an appointment for one dog cannot be substituted with another dog without prior approval from Furrific.

Information about you and the dog will be stored, will be used for general servicing purposes, and may be used to communicate with you and for marketing purposes. You agree that photos and images of the dog may be used on our website and for marketing purposes.

Name (please print and sign) _____

Date (month, day and year) _____