

7850 Hill Rd, Watervliet, MI 49098 · 269-923-9229

Grooming Service Agreement Waiver

1. **Vaccination Requirements:** Your pet's safety is our top priority! We require your pet to have up to date vaccination records. These include (Dogs: Rabies, DHPP, and Bordetella; Cats: Rabies and FVRCP).
2. **Liability & Pre-existing Conditions:** The client assumes all liabilities, financial and otherwise, for the behavior and health of their pet. The groomer will be held harmless from damages, loss or claims arising from any known or unknown pre-existing conditions of the pet.
3. **Medical & Grooming History:** Client will advise Alecia's Kennel & Grooming of any allergies, sensitivities, or pre-existing medical conditions. This way we can avoid aggravating these situations. Please let us know of any prior grooming history known to you to not be satisfactory in your opinion. We will do our best to avoid the repetition of any poor or unpleasant situations that may have been previously experienced.
4. **Safety & Restraints:** If deemed necessary for the safety of the groomer or the pet, muzzles, elastic collars, slings, straps, leashes, etc., will be humanely used. It is the client's responsibility to inform us of any bite history. This includes the history of any human or pet bites; this is for the safety of your pet, the groomer, as well as other clients' pets.
5. **Accident Risks & Early Pickups:** I am aware that if my pet does not respond to the groomer and remain still during the grooming procedure, accidents can happen. Accidents include, but are not limited to nicks from clippers, nicks from scissors, nicks from toe clippers, cuts/scratches from grooming equipment, possible unintentional tightening of grooming leash/collar, etc. If you arrive early to pick up your pet, and we are still in the process of grooming, please refrain from talking to them and avoid them from seeing you! An excited pet can be dangerous to work with. Alecia's Kennel & Grooming reserves the right to end the grooming session even if the service has not been completed. The full grooming price will still be charged at this point. For the pet to properly respond to the groomer, it is essential that the pet be alone with the groomer and clients will not assist in the grooming service unless requested to do so.
6. **Pet Sensitivity & Discomfort:** Alecia's Kennel & Grooming understands that some pets are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is never our intent to cause discomfort or harm to any animal. Although these are routine procedures, we will not continue with any grooming procedure that will intentionally cause pain or discomfort to the pet or harm the groomer. If you have an extremely sensitive pet, it may be in the best interest to have these procedures performed by your veterinarian.
7. **Veterinary & Care Authorization:** Client authorizes the groomer to act as his/her agent in the event veterinary services, boarding, care-taking, and/or transportation is necessary. The client also agrees to pay all costs necessary for these services. Any/All damages or claims include, but are not limited to, advanced age, extreme nervousness, neurosis, previous injury, illness, skin or coat conditions, or other medical conditions. The client also authorizes any documentation of said services to be released to Alecia's Kennel & Grooming as well.

8. **Flea Policy:** If fleas are found on your pet, the groomer has authorization to administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This service will be at the discretion of the groomer. The shampoo used will be gentle and hypoallergenic.
9. **Matted Coat & Shave Downs:** Allowing a pet's coat to become matted is not only very uncomfortable but dangerous for your pet's health. The groomer will de-mat the pet (if possible) and there is an extra charge for the de-matting service. 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 most effective way to allow the skin to receive the necessary amount of oxygen for healthy skin and to allow for new healthy hair to grow. Charges for the shave down will be on a pet-by-pet basis. If the client requests the mats to be combed out, the groomer will do so to the best of his/her ability. At any point in which the process of combing out the mat causes undue stress or pain, the de-matting process will not be completed and the groomer will choose at his/her discretion to continue a shave down or to stop the grooming process. Excess de-matting is a painful, time consuming and costly procedure that causes discomfort to the pet and can aggravate or even cause skin problems. I am aware that neglect of my pet's coat can be a cause for problems after grooming/shaving. These problems can include clipper irritation, itchiness, possible hair failure to regrow, expose unknown skin conditions and even makes the skin more prone to sunburns.
10. **Custom Grooming Requests:** Shave downs or custom groomings that are outside the normal grooming for a breed is to be discussed with the groomer prior to service. The groomer will perform said grooming request to the best of his/her understanding of the client's request, but no guarantee is made that it will be to the expectation of the client. We will perform said request to the best of the groomer's ability.
11. **Appointment Duration:** Every effort will be made to keep our scheduled grooming running smoothly. A typical grooming can be performed between 1-3 hours from the time of the appointment. If your pet has behavior issues, skin or coat problems, or unknown distractions, the grooming may take a little more time than anticipated.
12. **Right to Refuse Service:** Alecia's Kennel & Grooming has trained groomers; 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 if your pet displays aggressive behavior. Client understands that we have the right to refuse service to the client or client's pet at any time for any reason.
13. **Geriatric Pet Care:** 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, the grooming process causes too much stress to the pet, we will modify or terminate that part of the grooming process. Please be sure to notify us of any health conditions that may make your pet uncomfortable during the bathing, drying, or grooming process. Any grooming that takes place on an elderly pet is conducted at the client's risk.
14. **Returned Check Policy:** Returned checks are subject to a $25 service fee.

I, the undersigned, have read, understand, and agree to the above terms for the grooming of my pet at Alecia's Kennel & Grooming.

Signature: _____

Printed Name: _____

Date: _____