

Grooming Agreement & Policy

This Grooming Agreement outlines the terms and conditions between RUFF LIFE and the pet owner for grooming services.

1. Matting Policy

Matted coats can cause a range of health problems including skin irritation, infection, and discomfort. If your dog's coat is severely matted:

- We may need to shave the coat down to prevent pain or injury.
- There is a risk of nicks, cuts, or skin irritation due to matting pulling on the skin.
- Additional charges will apply for mat removal based on severity.
- RUFF LIFE will not be held liable for pre-existing skin conditions uncovered due to matting.

2. Grooming Risks & Conditions

While we take every precaution to ensure your pet's safety and comfort:

- Grooming may uncover underlying skin issues or pre-existing conditions.
- Some pets may experience minor stress-related reactions (e.g., vomiting, diarrhea, lethargy).
- Grooming tools and procedures carry a small but inherent risk of injury (nicks, clipper burn, allergic reaction).
- You accept these risks by allowing us to groom your pet.
- If full desired service is not completed for any reason, you will be charged for the services that have been done

3. Liability Waiver

By bringing your pet to RUFF LIFE, you agree to:

- Release us from liability for any injury, illness, stress reaction, or condition that may occur as a result of grooming.
- Accept full responsibility for any medical treatment that may be required as a result of grooming services.
- Confirm that your pet is up to date on all required vaccinations.

4. Puppies & Senior Dogs

We welcome puppies and senior pets but note:

- Puppies may require multiple visits to become fully comfortable with grooming.
- Senior dogs may have underlying health conditions that can be triggered by grooming or stress.
- You accept the increased risk when booking grooming for very young or elderly pets.
- Groomers will use discretion to extent of services and are allowed to deny service due to behavior and safety risk

5. Health & Behavior Disclosure

To provide safe, effective service, all clients must disclose:

- Any medical conditions, injuries, or allergies your pet may have.
- Any history of aggressive behavior, anxiety, or biting.

Failure to disclose accurate health or behavior history may result in immediate termination of services and you may be held liable for damages or injury.

6. Fleas, Ticks, and Parasites

- If fleas or ticks are discovered on your dog during grooming, a mandatory flea/tick bath will be administered at your expense.
- Continued parasite infestations may result in a refusal of future services.
- You acknowledge that your dog is free of contagious parasites prior to their appointment.
- If your pet has a tick found during grooming appointment, groomer is aloud to remove tick with owner consent but note that it can cause minor abrasions or other risks
- Groomers will administer a Capstar to pets to kill fleas but only with owner consent.

7. Emergency Contact & Veterinary Care

In the event of a medical emergency:

- We will make every attempt to contact you or your emergency contact.
- If you or your emergency contact are unreachable, we reserve the right to seek veterinary treatment at our discretion and at your expense.
- You agree to reimburse all costs incurred for emergency care.

Emergency Contact Name & Number: _____

8. Photos & Social Media Consent

We occasionally take photos or videos of pets for our records and/or promotional use.

I give RUFF LIFE permission to use my pet's photos/videos on social media, website, and other promotional platforms.

I do not give permission to use my pet's image.

Acknowledgement & Signature

By signing below, you confirm that:

- You have read and understood this policy.
- You agree to release RUFF LIFE, its owners, employees, and affiliates from any and all liability related to grooming services.
- All information you have provided is accurate to the best of your knowledge.

Client/Pet owner name: _____

Signature: _____

Date: _____

Ruff Life owner/s signature: _____

Date: _____