

GROOMING RELEASE AND HOLD HARMLESS AGREEMENT

390 South Main Street, Phillipsburg, NJ 08865
908-310-0301

Your animal is very important to me. Bubbles and Barks Pet Spa, LLC would like to assure you that every effort will be made to make your animal's experience as safe and pleasant as possible. Safety comes first for everyone, people as well as the animals, during my grooming process.

HEALTH OR MEDICAL PROBLEMS

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during and after grooming. All medical expenses for veterinary care will be covered by the animal's owner upon signing this contract/agreement.

ACCIDENTS

Although accidents are rare, there is a risk when dealing with pets. 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 a pet is wiggling or moving around. Your pet's safety and comfort are our number one priority. In the event an accident does occur, you will be notified of the accident. If Bubbles and Barks Pet Spa feels that it is serious, and the owner is not on-site or reachable by phone, Bubbles and Barks will seek immediate veterinary treatment for your animal. Veterinary costs will be the responsibility of the animal's owner. Client further understands and agree to indemnify and hold harmless Bubbles and Barks Pet Spa, it's owner, employees and affiliates from and against any and all liabilities, expenses, damages and costs, including attorney fees, resulting from any service provided or injury, including death to a client's pet(s), whether in our care or after our services have been completed.

VETERINARIAN AUTHORIZED-MEDICAL EMERGENCIES

This release gives Bubbles and Barks Pet Spa full authorization to seek medical treatment from the nearest veterinarian in the case of any medical emergencies while in the care of Bubbles and Barks Pet Spa. All Veterinarian costs and expenses will be the responsibility of the animal's owner.

CURRENT VACCINATIONS

Any new Puppy clients being served in my salon must be up to date on all puppy vaccinations. Adult/Senior dogs must be current on Rabies, distemper and Bordetella. Please bring a copy of your vaccine records for our file.

PARASITES

Bubbles and Barks Pet Spa strives to be a flea-free salon. If your pet has a heavy flea infestation, we will ask that you reschedule your grooming appointment once the flea problem is under control. Pets with flea infestations carry a risk of anemia, infections, tapeworms and other health problems. I recommend you contact your veterinarian for advice on the best treatment for your situation. If fleas are found on your pet after drop-off, it is our policy to give a flea bath. This bath will cost \$15.00, in addition to the price of my regular bath. The cost covers the special shampoo, time, and extra cleaning to ensure no fleas are left active in my facility.

DANGEROUS OR AGGRESSIVE ANIMALS-REFUSAL OF SERVICE

Bubbles and Barks Pet Spa has the right to refuse any service at any time. If your animal is too stressed or becomes dangerous to groom, Bubbles and Barks Pet Spa has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and clients will be charged a full grooming fee. Failure to disclose that your animal has a history of biting or is dangerous will result in a fee of \$250.00. Animal owners will be responsible for all payment of medical expenses, emergency medical treatment,

hospital costs, and recovery costs including but not limited to physical therapy, incurred by Bubbles and Barks Pet Spa or any person employed by Bubbles and Barks Pet Spa for any harm or damage caused by the owner's animal. Bubbles and Barks Pet Spa does not handle dogs with a bite history or aggressive behavior.

USE OF MUZZLES

Muzzling does not harm your animal and protects both the animal and groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts on a way that is dangerous, Bubbles and Barks Pet Spa has the right to stop grooming services at any time and a full service fee will be charged.

INTERRUPTIONS DURING GROOMING SERVICES

For the safety of the animals being groomed, as well as the professional animal groomer, it is asked that you do not interrupt the professional animal groomer during grooming. If you arrive to pick up your pet and it is still being groomed, please DO NOT talk to your pet or allow him/her to see you. Please step outside for a few moments until the groom is completed. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet or the groomer, we reserve the right to end the grooming session, even if the groom is not completed and the full grooming price will be charged.

MATTED COATS

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. Bubbles and Barks Pet Spa 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 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 and failure of the hair to regrow. Prevention is the best way by scheduling regular grooming appointments every 4-6 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this process and any risk. There will be an additional charge for this process: It is very time consuming, and the additional charge will be \$50.00 an hour.

CANCELLATIONS

Because we book on a 2 hour basis and cancellations can leave an empty block in the schedule that could have been used for another animal, we ask that you cancel 24 hours ahead of time or there will be a cancellation fee of \$35.00.

APPOINTMENT AND PICK-UP

Our one-on-one grooming service lasts 2 hours. If you cannot pick up your dog two hours after drop off, please pick another time that works best for your dog. Bubbles and Barks will call or text 15 min prior to your dog being completed to help with ease of pick up and time management.

PAYMENT

Payment is due at the time of pick-up. We do NOT accept personal checks. We do accept cash, visa, MasterCard, Discover, & Amex. Gratuities cannot be added to the Credit Card Transaction. Please bring cash if you wish to give gratuity to your pet's groomer.

SATISFACTION

Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, I will be happy to make any adjustments when you pick up your pet from his/her appointment. Once you take your pet home from his/her grooming appointment, any return visits will be treated as a new appointment and the client will be charged the full grooming fee.

PHOTOGRAPHS

This release authorizes Bubbles and Barks Pet Spa to take photos of your pet for client files and for our company website. All photos taken are the property of Bubbles and Barks Pet Spa, LLC.

I have read the 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 provided. I authorize this signed contract to be valid approval for future grooming services, permitting Bubbles and Barks Pet Spa, LLC to accept phone reservations, or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read all pages, signed and agreed to the aforementioned Policies and Procedures that are a part of this agreement and outlined on both pages.

Client Name: (Print) _____

Signature: _____

Address: _____

Date: _____

Phone #: _____

Email: _____

Dog's name: _____

Breed: _____