



**21 E. Afton Avenue  
Yardley, PA 19067  
(215) 752-1111**

## **Student Grooming Release and Hold Harmless Agreement**

Your animal is very important to us. Dog Grooming School of Pennsylvania would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible. Safety comes first for everyone, people as well as the animals, during the grooming process.

### **Health or Medical Problems**

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or 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 very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme caution and care in all situations, potential problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is twisting 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 Dog Grooming School of Pennsylvania feels it is serious, and the owner is not on-site, Dog Grooming School of Pennsylvania will seek immediate veterinary care for your animal. Veterinary costs will be the responsibility of the animal's owner. In consideration for discounted grooming services provided by student groomers, client hereby agrees to indemnify and hold harmless, Dog Grooming School of Pennsylvania and, its owner, employees, students and affiliates (hereinafter referred to as releasees) from and against any and all liabilities, expenses, damages, and costs, including attorney fees, resulting from any service provided or injury, including death to client's pet(s), whether caused by the negligence of the releasees, or otherwise, while in our care or after our services have been completed.

### **Veterinarian Authorization-Medical Emergencies**

This release gives Dog Grooming School of Pennsylvania full authorization to seek medical treatment from nearest veterinarian in the case of any medical emergencies while in the care of Dog Grooming School of Pennsylvania. All veterinarian costs and expenses will be the responsibility of the animal's owner.

### **Current Vaccinations**

Any new puppy clients being serviced in our salon must be up to date on all puppy vaccinations. Adult/senior dogs must be current on Rabies, Distemper and Bordetella. Please bring copies of vaccination records for our file.

### **Parasites**

Dog Grooming School of Pennsylvania strives to be a flea-free establishment. Dog Grooming School of Pennsylvania requires flea/tick treatment from April – November to enter our school. If your pet has a flea infestation, we will return your dog and we will be unable to reschedule another student grooming appointment. Pets with a flea infestation carry a risk of anemia, infections, tapeworms and other health problems. We recommend that you contact your veterinarian for advice on the best treatment for your situation. A topical monthly flea preventative, such as Frontline, Advantage etc. is an extremely effective choice.

### **Dangerous or Aggressive Animals-Refusal of Services**

Dog Grooming School of Pennsylvania has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, Dog Grooming School of Pennsylvania has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will not be able to return for free student grooming services in the future. Failure to disclose that your animal has a history of biting, or is dangerous, will result in a fee of \$250. Animal's owner will be responsible for all payments of medical expenses, emergency medical treatments, hospital costs, and recovery costs including but not limited to physical therapy, incurred by Dog Grooming School of Pennsylvania or any students or employees of Dog Grooming School of Pennsylvania for any harm or damage caused by owner's animal. Dog Grooming School of Pennsylvania does not handle dogs with a history of biting or aggressive behavior.

**Use of Muzzles**

Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts in a way that is dangerous, Dog Grooming School of Pennsylvania has the right to stop grooming services at any time and return client's dog at any point in the groom.

**Interruptions During Grooming Services**

For the safety of the animals being groomed, as well as the professional animal groomer and student, 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 and or student, we reserve the right to end the grooming session, even if the groom is not completed.

**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. Dog Grooming School of Pennsylvania 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 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 4-6 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.

**Appointments & Pick-Up**

Because we are a school, no-shows leave a student without a dog to work on during class. We assign each student a dog every day. We respectfully request that any cancellations are made at least 24 business hours in advance or a cancellation fee of \$35 will be billed. Business hours are defined as Monday-Friday 9am-3pm during Mon-Fri sessions and 9am-3pm during Tues-Sat sessions. **We will not rebook any clients that are a no-shows or who cancel the same day of their appointment.** Pick-up time is 2:30pm unless we call to say your pet is ready earlier. Any pet not retrieved by 2:30pm will be subjected to a waiting fee, which is \$25 for every fifteen minutes past 2:30pm and \$50 for every fifteen minutes past closing time, which is 3pm. **We do not have boarding facilities.**

**Refund Policy**

**There are no refunds or store credit for any dog grooming services.** Grooming services are performed exclusively by student groomers, which is why the cost is significantly less than using a professional, experienced Dog Groomer. Client understands that their dog is being groomed by a student; therefore, the groom may not be perfect since the student is new and just learning their craft. All sales are final.

**Photographs**

This release authorizes Dog Grooming School of Pennsylvania to take photos of your pet for client file and for company website. All photos taken are the property of Dog Grooming School of Pennsylvania.

Client has reviewed this Service Contract for accuracy and understands the contents of this contract. Client affirms that he/she is the rightful legal owner of the dog(s) for which services are being rendered. Client authorizes this signed contract to be valid approval for future student grooming services, permitting Dog Grooming School of Pennsylvania to accept telephone reservations or emails for service without additional signed contracts or written authorization. Client understands that if client books a non-student, standard professional groom through At Your Service Dog Grooming, that client will be charged full price. Client has read pages 1 and 2, signed, and agreed to the aforementioned Policies and Procedures that are a part of this agreement and outlined on both pages.

Client: \_\_\_\_\_

_____	_____	_____	_____
Print Name	Signature	Date	
_____	_____	_____	_____
Address	City	State	Zip
_____	_____		
Phone Number	Email Address		
_____	_____		
Dog(s) Name(s)	Breed(s)		