



62 S. Main Street, Suite A2
Yardley, PA 19067
(267) 396-5582

Grooming Release and Hold Harmless Agreement

Your animal is very important to us. At Your Service Pet Nannies of Bucks County, LLC dba Yardley Dog Grooming 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 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 Yardley Dog Grooming feels it is serious, and the owner is not on-site, Yardley Dog Grooming will seek immediate veterinary care for your animal. Veterinary costs will be the responsibility of the animal's owner. Client further understands and agrees to indemnify and hold harmless Yardley Dog Grooming, its 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 client's pet(s), whether in our care or after our services have been completed.

Veterinarian Authorization-Medical Emergencies

This release gives Yardley Dog Grooming full authorization to seek medical treatment from nearest veterinarian in the case of any medical emergencies while in the care of Yardley Dog Grooming. 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

Yardley Dog Grooming strives to be a flea-free salon. Yardley Dog Grooming requires flea/tick treatment from April – November to enter our 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 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. 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 our regular bath. This cost covers the special shampoo, time, and extra cleaning to ensure no fleas are left active.

Dangerous or Aggressive Animals-Refusal of Services

Yardley Dog Grooming has the right to refuse any services at any time. If your animal is too stressed or becomes dangerous to groom, Yardley Dog Grooming 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 be charged the full grooming fee. 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 Yardley Dog Grooming or any person employed by Yardley Dog Grooming for any harm or damage caused by owner's animal. Yardley Dog Grooming 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, Yardley Dog Grooming has the right to stop grooming services at any time and full-service fee will be collected.

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. Yardley Dog Grooming 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. There will be an additional charge for this process: it is time consuming and causes extra wear and tear on grooming equipment. The additional charge will be prorated at \$50 per hour.

Cancellations

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any salon cancellations are made at least 24 business hours in advance or a cancellation fee of \$50 will be imposed on your next visit. Business hours are defined as Monday-Friday 9am-5pm.

Appointments & Pick-Up

Pick-up is generally 2-hours after drop-off. Some larger dogs may take 2 ½ hours for pick-up. The estimated pick-up time given by your pet’s groomer at the time of drop-off will be approximate based on the breed and services being rendered. However, we cannot predict at drop-off any behavioral, stress issues or extra time it may take for dematting. **Any pet not picked up within thirty minutes of the groomer's phone call to pick-up** will be subjected to a waiting fee, which is \$25 per hour or \$25 per fifteen minutes if after our posted closing hours for that day. We do not have boarding facilities.

Payment

Payment is due at time of pick-up. We **do not accept personal checks** at the salon. We accept cash, Visa, MasterCard, Discover & American Express at the salon. Gratuities cannot be added to the credit card transaction. Please bring cash if you choose to give a 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, our groomer will be happy to make any adjustments **when you pick-up your pet from his/her appointment**. Once, however, you take your pet home from the appointment, any return visits will be treated as a new appointment and client will be charged the full grooming fee.

Photographs

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

I have reviewed this 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 rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Yardley Dog Grooming to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have 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
_____	_____	_____
Phone Number	Email Address	
_____	_____	
Dog(s) Name(s)	Breed(s)	