



Pet Grooming Policies & Waiver

This document must be read, signed, and returned completed to Floyd Farm & Feed (FFF) prior to us taking your animal in for grooming. It may be presented the day of the grooming appointment when you drop off your pet.

Your animal is very important to us and our grooming department 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. The following details our policies, and by signing this document, you signify that you have read them fully and agree to them while your pet is in our care.

Accidents

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. Your pet’s safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If our staff feels that it is serious and the owner is not on-site, they will seek immediate veterinary care for your pet.

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 agreement.

Veterinarian Authorization-Medical Emergencies

This release gives the grooming department full authorization to seek medical treatment from nearest veterinarian in the case of any medical emergencies while in the care of Floyd Farm & Feed. All veterinarian costs and expenses will be the responsibility of the animal's owner.

Fleas & Ticks

If your pet has any fleas they will be given a flea treatment at your expense near 10 to 15 dollars. If you do not want them to receive one, you can re-schedule your appointment after the problem is taken care of by you. We typically do not recommend flea and tick baths due to lack of efficacy. We can recommend flea and tick products but it is best not to apply any topical treatment for two days following a bath.

Dangerous or Aggressive Animals - Refusal of Service

FFF has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, FFF 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 a grooming fee (for what was done up until that point). 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, FFF has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

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. FFF will not cause serious or undue stress to your pet by de-matting. 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 can be estimated by groomer prior to appointment.

Cancellations & No-Call or No-Show

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.

Payment

Payment is due at time of pick-up. We accept cash, Visa, MasterCard & Discover, and Checks at the salon. Satisfaction your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, we 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 a grooming fee.

Photographs

This release authorizes FFF to take photos of your pet for client file and for company website and Facebook page. All photos taken are the property of FFF. 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 FFF to accept telephone reservations or emails for service without additional signed contracts or written authorization.

I have read, signed, and agreed to the above, and also understand that pricing is subject to change.

Name: _____

Date: _____