

## *Diamond in the RUFF Grooming & Spa*

### **Client Grooming Agreement**

**Current Vaccinations/Veterinarian Information:** By signing this contract, owners verify their pets are current on Rabies Proof of Vaccination. Proof of Vaccination shall be provided to Diamond in the RUFF at First Appointment.

**Aggressive or Dangerous Pets:** Owners MUST inform Diamond in the RUFF if your pet(s) bite, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. *Diamond in the RUFF reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for Aggressive Dogs in addition to the regular grooming charge.* If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

**Health, Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for a senior or ill pet or pet and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give Diamond in the RUFF permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to your authorized Veterinarian. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

**Mat Removal:** Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Diamond in the RUFF does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for dematting.

**Puppy's first Haircut:** The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing & combing their coats. Frequent handling of paws can help pets better accept nail clipping or trimming around the feet.

Diamond in the RUFF Grooming & Spa

Client Grooming Agreement

**Accidents:** There is always the possibility an accident could occur. Grooming equipment is sharp, even though 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. Accidents can also happen if your dog is matted. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you arrive to pick up your pet and they are still being groomed, please do NOT talk to them or allow him/her to see you. 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.

**Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Flea infestations can lead to tapeworm and other health problems. We do offer effective products and can apply treatment if requested. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease or other tick-borne illnesses. Please note that parasites are a health hazard to your pet as well as to humans.

**Hold Harmless Agreement:** By signing this contract you (or your Agent) agree to hold Diamond in the RUFF, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Diamond in the RUFF. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

**Returned Check Policy:** Checks that are returned are subject to a \$30.00 Service Fee. Future appointments must be paid in Cash PRIOR to the start of your pet's next appointment.

**Photo Release:**

From time to time Diamond in the RUFF likes to take photos. We require acknowledgment by you, the pet's owner that these photos may be used for business use including but not limited to any advertising, newsletters, social media, brochures, photos in our shop etc. We will try, but cannot guarantee that we will be able to inform you that your pet is in a photo prior to use.

## **No-shows Late pick-up fees & Cancellations**

No shows, last minute cancellations (**less than 24 hours' notice**) are subject to a **\$25.00 FEE PER PET** which will be added to your next ticket or billed to your last known address. If this is done more than 3 Times you may only reserve another appointment by pre paying for a full groom and the no-show fee will be included (no refund if appointment is not kept). Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we knew.

Please be on time to pick-up your pet(s). We work by Appointment and do not have the staff or facilities for your pet to stay after the groom has been completed. To enforce this policy If you or the person picking up your pet from Doggy Daycare or A Spa appointment is 20 minutes or more, later than the time of call for pick-up, at the 20 minute mark daycare/applicable rates may apply for each pet dropped off by you waiting past allotted Spa/Daycare time. In addition, if your dog is not picked up by closing for the day, and additional \$75.00 Overnight Boarding charge may also apply.

**Please note - No Shows or Last Minute Cancellations during Holiday weeks will result in pre-payment prior to ALL future appointments.**

I have read and understand the above policies and procedures practiced by Diamond In The RUFF Grooming Spa & Daycare, I \_\_\_\_\_ understand that I will be charged for any continual cancelations and or appointment "no-show". I understand that I am responsible for any fees which may occur during my dogs stay.

I have read and agree to the policies of Diamond in the RUFF Grooming Salon for my pet(s). A copy is available upon request for your records.

**Note:** This form will automatically apply to any and all additional pets acquired by above Pet Owner.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Diamond in The RUFF Grooming Spa & Daycare  
211 Middle Rd. Acushnet, MA 02743 508-763-5351