**The Barkery Bistro**

**GROOMING RELEASE FORM**

The Barkery Bistro wants your pet’s grooming experience to be pleasant and as enjoyable as possible.

It is important to understand that some pets respond to grooming differently, even with the best efforts. Our groomers make every effort to make it a positive experience.

**Your pet’s safety and comfort is our number one priority.**

Vaccinations

**ALL DOGS MUST BE CURRENT ON ALL VACCINATIONS.**

Please provide a copy of your pet’s medical records showing your pet has an up to date Rabies and Distemper/ Parvovirus vaccinations or strong titer test results.

We recommend dogs are also inoculated against Bordetella (Kennel Cough).

Pre-Existing Conditions

Sometimes pre-existing conditions arise unforeseen to the groomer, such as (non-exhaustive examples):

* skin allergies,
* shampoo allergies,
* moles,
* clipper sensitivity,
* matting and tangles,
* fleas,
* fear,
* behavioral issues,
* bone or joint sensitivity,
* heart condition,
* seizures.

It is helpful that you, as the pet owner, inform us of anything that you are aware of prior to grooming.

Matting / Excessive Undercoats

Matted coats and excessive undercoats cause a variety of health problems for your pet, such as:

* Prevents air circulation to the skin, causing hot spots, bacterial and fungal infections.
* Fleas, ticks and other parasites may be lurking in the coat causing further skin infections.
* Matted fur also pulls and binds, causing pain to your pet when they move or lay on their mats.
* The skin underneath can be raw and inflamed.
* If the pet has a sore and bites itself, the skin will become sore and will not be able to heal through its matted coat.

*Severely matted coats will require a short clip*.

Our groomers cannot brush out a coat that is already severely matted. It causes stress and pain to your pet. If possible, our groomers will remove excessive undercoat within reason and tolerance of your pet.

Our groomers are happy to show you how to care for your pet’s coat for the future.

Risks and Accidents.

Our groomers are very careful but the possibility of injury exists. We ask that you are aware of the risks. **By bringing your pet to us for grooming services, you are giving us your permission to proceeds.**

* Your pet’s skin might become more irritated during the grooming process.
* Your pet might be nicked or cut. Groomers have to work very closely to the skin to remove the coat.
* Shaving can irritate the skin.
* Removing matts can be stressful and painful, and can cause skin irritation.
* Unknown skin conditions or health conditions can be uncovered during the grooming process.

Although accidents are very rare, there is a risk when dealing with pets. The Barkery Bistro will inform you immediately of any incident that occurs or that we notice.

Shaving

It has been our experience that when a pet is shaved down (as it is called in the grooming profession), pre-existing conditions may appear – see above “Pre-Existing Conditions” and “Matting / Excessive Undercoats”.

Please note that it is difficult to shave a matted pet without slightly irritating the skin. THE ONLY WAY WE WILL CONSIDER SHAVING YOUR PET WILL BE WITH YOUR CONSENT. There will be an extra charge for this service because of time and additional blades needed.

Fleas

If fleas are found on your pet(s), it is The Barkery Bistro’s policy to give a flea bath automatically *without calling or notifying you*. The charge for this service is $10.00. This cost covers the special shampoo, time and extra clean-up to ensure no fleas are active. Flea shampoo kills the fleas on the pet.

Please note, if fleas are in the home or pet area, the flea shampoo will not protect the pet(s) from fleas once they leave The Barkery Bistro.

Biting / Nipping

We require advance notice if your pet has a history of biting. This will help prevent injuries to the groomer and your pet(s).

If necessary, our groomers might use a muzzle for their own safety and the safety of your pet / other pets in our care.

Refusal of Services

The Barkery Bistro reserves the right to refuse service to customers whose pets may pose a threat to our employees and other pets left in our care, whether it is aggression problems, health problems or parasite problems other than fleas.

Cancellations

**Please call at least** **24 hours prior to your appointment to cancel or reschedule.**

Our Groomers use a gentle and loving approach in handling our clients, therefore our appointments are scheduled so that each four legged client receives attentive care in a soothing and calm environment. Your spa appointment is a reservation for services and for the individualized attention we provide each pet. We can only take a limited number of appointments each day. **A missed appointment is a loss of income to a small business and our groomers.**

No-Shows

If an appointment is missed without a 24 hour notification, **a $35.00 “No Show”/ “Late Cancellation” Fee will be charged** and a deposit of ½ the grooming cost may be required to reschedule a future appointment.

Late Arrivals

We are only able to perform the grooming services for your pet in the time allotted for your scheduled appointment. **If you arrive more than 15 minutes late to your scheduled appointment, we may not be able to perform your scheduled grooming services and you may need to reschedule your appointment so that we can stay on schedule with our other clients. If time allows, an additional fee may apply in order to complete a full groom.**

**Customer Release**

I hereby release THE BARKERY BISTRO LLC from any responsibility of the above mentioned process and any and all medical problems that may be uncovered and/or may occur during grooming or after grooming.

Should my pet need veterinarian care during or after the process due to a pre-existing issue, I agree to pay any and all veterinarian fees for my pet’s care.

I understand that if an incident occurs during the grooming process and my pet requires immediate medical attention, The Barkery Bistro will transport my pet to the nearest veterinary hospital who is able to treat my pet. I agree pay any and all veterinarian fees for my pet’s care.

I further understand and agree to indemnify and hold harmless The Barkery Bistro LLC, its owner, employees and affiliates, from and against any and all liabilities, expenses, damages, and costs, including reasonable attorney fees, resulting from any service provided or injury, including the death of my pet(s), whether in care or after services have been completed.

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_