



# CLAWINGTON OF MADISON

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## A CLASSIC PET RESORT

### **Grooming Agreement**

Thank you for choosing Clawington of Madison to provide grooming and spa services for your pet. We want to ensure that every effort is made to make your pet's grooming experience as safe and pleasant as possible. Please review the following policies regarding spa services. This agreement must be signed prior to spa services being provided.

#### **Medical Requirements:**

The safety of all Clawington guests is our top priority. Dogs are required to be up to date on rabies, distemper/parvo, bordetella, canine influenza, and leptospirosis vaccinations as well as yearly heartworm testing and intestinal parasite screens. Dogs are also required to be on heartworm prevention and flea/tick control. Cats must be up to date on rabies, bordetella, feline distemper, and flea/tick prevention. Please note that medical requirements for spa services may differ from those requirements for boarding and/or daycare services.\*Exceptions to this policy are only made with a letter of exemption from a veterinarian\*

#### **Health Problems, Puppies, and Senior Pets:**

We understand that some pets (especially senior pets) have medical conditions that may affect their grooming experience. By signing this document you agree to notify us of any pre-existing medical conditions, physical constraints, allergies, and/or sensitivities. These include but are not limited to prior surgeries that affect mobility, hip and/or joint issues, warts/moles or growths, ear infections or skin infections. You also understand that Clawington will prioritize the cleanliness, health and comfort of the pet and "the perfect groom" may not be attainable in these situations.

In instances of severe ear infections, overgrown nails, and or severe skin infections and matting, our team may require certain aspects of grooming services to be performed by trained medical staff. It may be possible for the Animal Health Care Center medical team to complete these services same day if scheduling allows, however this is not guaranteed. Additional fees will apply.

Grooming services are not available for pregnant dogs, dogs that are nursing, or are in heat.

Puppies must be introduced to grooming procedures slowly to ensure a positive experience. Our team will discuss your puppy's grooming plan with you at each visit. Please note that we do not guarantee a full grooming service until our grooming team feels this can be done safely and without excessive stress to your pet.

#### **Aggression and Behavior Issues:**

Clawington team members make every effort to work with pets in order to provide all elected services while prioritizing the safety of both our team members and your pet. Our team will utilize muzzles and other restraint aids as needed. However, if a pet is felt to be exhibiting behavior that is unsafe in regard to itself or the grooming staff, a member of our team will reach out to you to discuss next steps. Pre-medications and sedation options offered by the Animal Health Care Center medical team may be recommended. Please be aware that this sometimes requires a pet to be sent home for the day with medications to be administered prior to a future appointment. Charges will apply for services received.



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### **Matted Pet Policy:**

Pets with matted coats will require extra attention. If the matting is minimal and the pet responds well the groomer may brush them out for an extra fee. If mats are too difficult to remove or compromise the comfort and safety of your pet, then the groomer will discontinue and the matts will have to be shaved.

### **Accidents:**

Our team uses extreme care in all situations, however sharp grooming equipment can cause cuts, nicks, scratches, quicking of nails, etc. These instances are rare, and most frequently occur when pets are matted, or wiggle and move around during the grooming process. Any incident, no matter how small will be communicated to you. If necessary, our team will arrange for the Animal Health Care Center medical team for care. Your pet's safety and comfort is our number one priority.

### **Satisfaction:**

Your satisfaction is important to us. If you are unhappy for any reason, we are happy to make any adjustments when you pick-up your pet from the appointment. Please note that we will only arrange no charge return visits for adjustments for 24 hours after your appointment. Any adjustments arranged after this 24 hours period will be charged a grooming fee.

### **Additional Policies and Fees:**

Grooming appointments are subject to a 24 hours no show fee. A member of our team will reach out to you at least 24 hours prior to the scheduled appointment. After this call, cancellations or no shows are subject to a cancellation fee in the amount of the full base price of scheduled grooming services.

Grooming drop off is between 8 and 8:30 am. Late drop off, unless prior arrangement has been made, will result in a \$15 late fee. Late drop offs may not be feasible based on that day's schedule, and our grooming team reserves the right to require a reschedule in these instances.

By signing below, you indicate that you understand and agree to our terms of service; that you understand and agree to hold harmless Clawington of Madison, its owners, employees and affiliates from and against any and liabilities, expenses, damages, and costs resulting from any service provided or injury to your pet(s) while in our care or afterward.

Client's Name (printed): \_\_\_\_\_

Client's Name (signed): \_\_\_\_\_

Date: \_\_\_\_\_