

BLACK & WHITE PET CARE, LLC
Client Grooming Agreement

Current Vaccinations/Veterinarian Information: By signing this contract, owners verify their pets are current on their Rabies vaccination. Proof of Vaccination shall be provided to Black & White Pet Care, LLC as well as current Veterinarian information.

Aggressive or Dangerous Pets: Owners MUST inform Black & White Pet Care, LLC if your pet(s) bite(s), 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. Black & White Pet Care, LLC reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge an Aggressive Dog Fee 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. If proof of the pet's current Rabies Vaccination has not been provided to Black & White Pet Care, or verified by a Veterinarian, the pet may be impounded by Animal Control for the required quarantine period.

Health or Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet this contract/agreement will give Black & White Pet Care, LLC permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by our staff. We will do our best to contact you first, then take your pet to your authorized Veterinarian or to the nearest Veterinarian that is available. 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. Black & White Pet Care, LLC 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 regrow. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or 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 per minute 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. Puppies should have completed all puppy vaccinations prior to their first groom.

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. **If you arrive to pick up your pet and it is still being groomed, please do NOT talk to it or allow it to see you.** Sit quietly, or step outside for a few moments. 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 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 BEFORE your grooming appointment is made. Flea infestations can lead to tapeworm and other health problems. Please see your Veterinarian about available effective products. If fleas or ticks are found during the grooming process, your pet will be treated with a **natural** product to kill the parasites and will be charged for. Ticks found will be removed. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease. Please note that parasites are a health hazard to your pet as well as to humans.

Hold Harmless Agreement: By signing this contract your (or your Agent) agree to hold Black & White Pet Care, LLC, its 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 Black & White Pet Care. 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. It is further understood this clause applies to any and all pets groomed.

Late Pick-Ups: At Black & White Pet Care, LLC we understand your busy schedule. We offer multiple options for grooming appointment pick ups to try to accommodate these circumstances. Please be on time to pick-up your pet(s) according to the scheduled arrangement. Pets not picked up after 4 hours will be charged an additional \$15.00 for day care. **If your dog is not picked up by closing for the day, and additional \$30.00 kennel charge may also apply.**

No-shows & Cancellations: No shows, last minute cancellations (**less than 24 hours notice**) or continual (more than 2) re-scheduling are subject to a **\$25.00 FEE PER PET** which will be added to your next ticket. You may reserve another appointment by a credit card charge for a full groom and the no-show fee (no refund if appointment is not kept), or Pre-Payment for same will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continued basis. 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 note - No Shows or Last Minute Cancellations during Holiday weeks will result in pre-payment prior to ALL future appointments.**

Returned Check Policy: Checks that are returned non-payable are subject to a **\$25.00 Service Fee.** Future appointments must be paid in Cash, Visa or Mastercard PRIOR to the start of your pet's next grooming.

By signing below, I hereby signify that I have read and agree to the policies of Black & White Pet Care.

Owner's Name _____ Date _____

Pet's Name _____ Breed _____

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