



Client Pet Grooming Agreement & Terms of Service

We want your pet's experience at MuraBella Animal Hospital to be as pleasant and as enjoyable as possible. It is important to understand that some pets respond to grooming differently, even with the best efforts. We will make every effort to make it a positive experience. Sometimes pre-existing conditions, unforeseen to us, arise such as skin allergies, shampoo allergies, moles, clipper sensitivity, matting, fleas, fear, behavioral issues, bone or joint sensitivity, heart condition, seizures, etc. Please inform us of any potential issues prior to grooming.

Fleas and Ticks: If fleas and/or ticks are found on your pet during the grooming process, treatment to rid pet of fleas and/or ticks is mandatory and an additional charge will apply. This is not only to rid your pet of the unwanted pests, but to prevent them from transferring to other pets in the salon, as well as to avoid an infestation within in the salon. Flea infestation can lead to tapeworm and other health problems. We suggest keeping your pet on a monthly flea & tick treatment like Nexgard, Sentinel or Advantage Multi.

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. Every effort will be made to insure your pet is groomed as safely as possible.

Aggressive or Dangerous Pets: Owners MUST inform MuraBella Animal Hospital if your pet(s) may bite, have bitten, or shows signs of aggression towards 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. A "Handling Fee" may be applied in addition to the regular grooming charge for aggressive or difficult to groom pets. MuraBella Animal Hospital reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process. This is for the pet's safety, as well as for the groomer's safety.

Health & 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 MuraBella Animal Hospital permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by MuraBella Animal Hospital. We will do our best to contact you first. It is agreed that all expenses for Veterinary care will be covered by the pet's owner.

Required Vaccinations and Parasite Control: For the safety of all animals entering our facility we require all pets to be up to date on vaccinations including **Rabies, Distemper and Bordetella**. Further we also require proof that parasite control such as an invoice showing purchase and use of Heartgard, Sentinel, Advantage Mutli, Revolution or similar.

No shows & Cancellations: No shows, last minute cancellations (**less than 24 hours notice**) or continual re-scheduling are subject to a **\$20.00 FEE PER PET** which will be added to your next appointment.

Late Pick-Ups: Please be on time to pick-up your pet(s). If you cannot pick up your dog prior to MuraBella Animal Hospital closing hours, a late pickup fee will be applied at the rate of **\$25 dollars every 30 minutes**.

Mat Removal: Pets with matted coats need extra attention during their grooming session. A "Dematting Fee" will apply to all matted pets. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. 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 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. MuraBella Animal Hospital does not wish to cause serious or undue stress to your pet, and will *not* continually de-mat your pet for you. Prevention is the best defense against matting by scheduling regular grooming appointments.

Hold Harmless Agreement: By signing this contract you or your Agent agree to hold MuraBella Animal Hospital, its owners, operators & employees harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown by MuraBella Animal Hospital. 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.

Pet Owners Signature: _____ Date: _____

MuraBella Animal Hospital Representative: _____