



Grooming Release and Hold Harmless Agreement

Your animal is very important to Sheila Trinetti, as professional animal groomer working for The Mutt Hutt Ltd. The Mutt Hutt Ltd. and any person employed by The Mutt Hutt Ltd. will be known from here on as TMH in the rest of the contents of this document. TMH would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible for all involved. Safety comes first for everyone, people as well as the animals, during the grooming process.

Health or Medical Problems

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. In the best interest of your animal this contract/agreement will give TMH permission to obtain immediate veterinary treatment for your animal should it become necessary. If veterinary care is needed, TMH will take your animal to your authorized veterinarian or to the nearest veterinarian available (Gateway Animal Clinic). All medical expenses for veterinary care will be covered by the animal's owner upon signing this contract/agreement.

Accidents

Accidents can and do occur. These include cuts, scratches, scrapes, quicking of nails, clipper burns, brush burns, etc. In most cases this happens when the animal is wiggling or moving around. Every effort will be made to ensure that your animal is groomed as safely as possible. Your animal is very important to TMH, and TMH does not wish to cause any harm or undue stress to your animal. In the event an accident does occur, you will be notified of the accident. If TMH feels it is serious, TMH will seek immediate veterinary care for your animal. Veterinary costs will be the responsibility of the animal's owner.

Veterinarian Authorization-Medical Emergencies

This release gives TMH full authorization to seek medical treatment from authorized veterinarians or nearest veterinarian in the case of any medical emergencies while in the care of LWFPAG. **All veterinarian costs and expenses will be the responsibility of the animal's owner.**

Current Vaccinations

Animals will be current on all of their vaccinations before a grooming session with TMH. Animals who are not current on vaccinations will be refused grooming services until vaccinations are current. Proof of vaccinations from your veterinarian will be required before grooming services will be given. Special circumstances will be taken into consideration by TMH.

First Grooming-Puppy Grooming

TMH wants to make sure your animal's first grooming appointment with TMH and your younger animal's first grooming experience is a positive and pleasant one. The first time for grooming of any animal may sometimes be very scary and stressful. Time and patience are the keys to a positive grooming experience. A good first grooming experience for the younger animal leads to a better overall grooming experience for your pet in the future. More time may be necessary to work with the younger animals. Animals are individuals, some animals may become more stressed than others. If your animal becomes stressed over it's first grooming, time and patience, with a little homework on your part should help build your younger animal's confidence, and assure the animal that grooming is a positive experience. On occasion, some animals due to breed, genetics, health concerns, etc. may be stressed by grooming for their entire life, but this is rare. If this should occur, extra care will be taken and only the very basics will be done for grooming of this type of personality. In some cases an animal may never come to accept some or all of the grooming experience.

Senior Animals

Senior animals and animals with serious illness or medical conditions have a greater chance of injury or death during their grooming experience. Every effort will be made to make sure your senior or ill animal's grooming experience is as safe and as comfortable as possible. Extra time may be needed for the ill or senior animal to allow the animal to be as comfortable as possible.

Muzzling may also be required during your ill or senior animal's grooming experience, since ill or senior animals have lower tolerance levels. Muzzling is only done when necessary to ensure the safety of both animal and the groomer. TMH has the right to stop/refuse service to ill or senior animal if it is felt that grooming will cause undue stress or be harmful to the animal. TMH will not be held responsible for the death of any animal during grooming or while in the care of LWFPAG.

Matted Animals

Animals with matted coats need extra attention during their grooming experience. Mats can sometimes be very difficult to remove, requiring them to be shaved out of the coat. TMH does not wish to cause serious or undue stress to your animal.

In cases where the coat is severely matted, TMH recommends that portions of the coat, or in some cases, the entire coat be shaved down. The decision is made upon examination of your animal's coat condition at the time of grooming. In some cases the decision may be made during the grooming process if LWFPAG feels it necessary for the pet's health and to maintain as much comfort as possible for your animal's well being during grooming. TMH refuses to do any service which will harm or cause undue stress to your animal.

TMH will advise you in the event that it is necessary to shave part or all of your animal's coat due to matting. If you cannot be contacted, TMH will make every effort to take into consideration of your animal's health and level of stress pertaining the condition of the coat. Most severely matted coats will be shaved down to alleviate stress to your animal.

Skin Conditions Under Matted Coats

The skin under a matted coat can become or will be very irritated and sensitive. A severely tangled or matted coat that has not been properly groomed is a dangerous risk to the health of your animal. Under the matted coat your animal's skin is usually red, swollen, cracked, and dangerous to groom. There are higher chances of nicking or cutting the skin during de-matting. Clipping the matted coat away from the skin may cause the animal's skin to become very irritated, crack, and bleed. A severely matted or tangled coat does not allow air to get through to the skin causing irritation to the skin in the areas where the matting has occurred.

Irritation can also occur after the matted coat has been shaved away from the skin. Many animals may react to having their matted coats shaved away from the skin by licking, chewing, or scratching these areas. This can cause more irritation as well as problems with skin infections.

Parasites may also be harboring in your animal's coat due to situations where your animal's coat is matted. A topical or oral flea treatment may be required before grooming services are given. Special shampoo may be used to alleviate the problems of parasites. Treatment of your home is suggested to remove parasites from the animal's environment. While bathing and grooming will remove parasites from your animal, they will again become infested with these parasites when they are returned to their home environment if their home environment hasn't been treated to remove the parasites.

Parasites

TMH requires flea/tick treatment from April – November to enter the facility. In the event of finding parasites such as, fleas, ticks and lice. TMH reserves the right to refuse service to your animal. TMH suggests that you treat your animal with one of the many products that are out on the market. Note: Flea infestations usually lead to your animal acquiring tapeworms—an intestinal parasite. Tapeworms can be transmitted from animals to humans. TMH will notify you if there is a need for veterinary care concerning your animal if TMH does find anything that looks like it may need the assistance from a veterinarian. TMH will also notify you if TMH feels that parasite treatment is necessary.

Neglect or Abuse

In the event that severe neglect or abuse is questionable or present, this agreement will authorized TMH to transport the animal in question to a local veterinarian to seek a full medical evaluation of said animal at the owner's expense. TMH has the right to contact the local Animal Protective League, seek full veterinary care for said animal, and file for prosecution under the full extent of the laws of the county/state codes. The animal in question will be placed in protective custody pending evaluations from a local veterinarian. The animal will remain in protective custody pending any hearings, or legal action taken on behalf of TMH or the Animal Protective League or the like. Animals in protective custody will be held until decisions are finalized by TMH, the Animal Protective League, and/or legal judgment ruled.

If owner is found guilty of abuse/negligence, the animal will be placed in a responsible, loving home. **The owner of said animal in question will be held responsible for all veterinary, boarding/kennel, and legal costs incurred by this process.**

Refusal of Grooming Services

TMH has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, TMH has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before or during the grooming process. Some animals may need the services of a groomer who is working within a veterinarian's clinic/hospital so that the animal may be properly sedated for grooming. **TMH does not groom animals under sedation.**

Dangerous or Aggressive Animals-Refusal of Services

TMH has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, TMH has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming.

Failure to disclose that your animal is a biter, known biter, or is dangerous will result in a fee of \$500. Said animal's owner will be responsible for all payments of any or all of the medical expenses, emergency medical treatments, hospital costs, and recovery costs including physical therapy incurred by TMH or any person employed by TMH for any harm or damage caused by your animal should medical treatment be necessary.

Animals who are known biters or are dangerous must be handled differently than those who are not aggressive. Some animals may need the services of a groomer who is working within a veterinarian's clinic/hospital so that the animal may be properly sedated for grooming.

Animal Bite

One bite can end a promising career for any professional animal groomer. This release is designed to protect all involved. In the event of TMH or any person employed by TMH being bitten by your animal, you as the animal's owner, caretaker, or responsible party for such animal, will take full responsibility for all payments of any or all of the medical expenses, emergency medical treatments, hospital costs, and recovery costs including physical therapy incurred by TMH and any person employed by TMH should medical treatment be necessary.

Use of Muzzles

TMH will advise if muzzling is necessary. Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts in a way that is dangerous, TMH has the right to stop grooming services at any time.

Animal Owner or Caretaker Being Present During the Grooming Process

Due to insurance purposes, TMH requires that no unauthorized individuals be inside the grooming area at the time of grooming services unless requested by TMH to help calm or restrained animal during grooming services. During grooming services at TMH or for in-home services, some animals may become agitated or aggressive during their grooming experience if their owner or caretaker is present. TMH needs to be able to be in control of your animal during it's grooming experience.

The equipment used during the grooming process is sharp and can cut very easily. TMH has the best interests of your animal's safety in mind. Controlling your animal is the best way of making sure both the animal and groomer do not get hurt. The professional animal groomer must be able to be in control of your animal at all times to ensure the safety of your animal as well as the professional animal groomer's safety.

In the event that your animal becomes overly excited or stressed while you, the owner or caretaker are present,, TMH will ask that you, the owner or caretaker, or any other person or family member present, leave the area where the grooming is taking place. Some animals become too excited while their owners or family members are present. In such cases, accidents are prone to happen when your animal is overly active during the grooming experience. Sharp equipment and moving animals just do not go well together and can lead to accidents happening.

Interruptions During Grooming Services

For the safety of the animals being groomed, as well as the professional animal groomer, it is asked that you do not interrupt the professional animal groomer during grooming.

Interruptions may cause the animal being groomed to jump or move in a way that can cause an accident. The equipment used during grooming is very sharp and can cut easily. Every effort will be made to ensure the safety of your animal during the grooming process.

In-Home Grooming Property Damages

TMH will not be held responsible for damages occurring to tub, shower, sink, plumbing, electrical, flooring, or any other part of client's house, home, or property.

Grooming While Animal's Owner/Caretaker is Away From Their Home or Property

This release authorizes TMH to perform scheduled grooming appointments while you are away from your home or property. In the case where TMH is given a house key to your home, TMH will not be held responsible for any damages to your home or property.

Signature Required for Grooming Services Rendered

The undersigned for and in consideration of the grooming services of TMH agrees to save and hold harmless TMH and its owners, operators, employees, officers, and directors from any damage, loss, or claims arising from any preexisting condition of the undersigns animal, either known or unknown to TMH.

The terms, special services, or handling shall include, but not be limited to veterinarian emergency services, boarding, care-taking, and/or transportation. In the event an emergency should occur with my animal, or in the event special services or handling are required as deemed necessary by TMH in the care of my animal, I agree to pay all such costs in full.

Any/all damages, loss, or claim shall include, but not be limited to death, injury, or shock. Said preexisting conditions shall include, but not be limited to advanced age, extreme nervousness, neurosis, illness, malformation, previous injury, skin conditions, or coat conditions.

I HAVE READ AND DO UNDERSTAND THIS CONTRACT/AGREEMENT AND WILL ABIDE BY WHAT IS WRITTEN ACCORDING TO THIS CONTRACT/AGREEMENT.

ANIMAL OWNER'S SIGNATURE

DATE SIGNED