

## POLICY AND PROCEDURE FOR MATTED FUR

Mats cut off the air flow in your dog's hair and can trap moisture, which can cause irritation and sores on your dog. Even mild matting can be painful, but in severe cases, matting can cut off circulation to your dog's skin and cause hematomas.

We do not brush out mats that could cause harm to the furry client. Please allow us to shave them out. We request permission, if the matting were to sever to brush out with harm, to shave as close to the skin as needed. Please understand that removing the matted fur can cause hematomas and create the skin to become sensitive and irritated as releasing the blood to flow properly. Please, initial below either Yes or No.

\_\_\_\_\_ Yes \_\_\_\_\_ No

## RELEASE OF LIABILITY FOR MATTED PETS

**Warning, please read carefully. This agreement includes a release of liability and waiver of legal rights and deprives you of the right to SUE PAHRUMP GROOMING LLC.**

I, the undersigned, hereby acknowledge and agree that all information provided in this application is complete and accurate to the best of my knowledge, I further acknowledge and agree I have read, understand, and agree to all terms and conditions contained in the Grooming Policies. Procedures, Release, and Waiver of Liability, Assumption of risk and indemnification Agreement, which are attached and fully incorporated into this application. I further attest that I am the owner/guardian or authorized representative of the owner/guardian of the Pet/Pets and that my signature is sufficient to enter into this agreement for and on behalf of all owners/guardians.

This agreement is binding. If you do not understand the implications of this agreement, or are unsure of its effects, seek legal advice, before signing.

In consideration for my Pet being permitted to be a client at Pahrump Grooming, I make the following representations and concessions, and AGREE to all the following policies, procedures, terms, and conditions.

1. **CONSENT.** I entrust my Pet to Pahrump Grooming for the purpose of grooming my pet. I understand and am aware that **ALL DUE CARE WILL BE TAKEN WITH MY PET FOR THE SAFETY OF THE PET AND GROOMING STAFF.** I'm aware that neglecting my pet's coat can be a cause for problems while grooming, such as clipper and brush irritation. If my pet is wiggly, doesn't remain still during grooming or is hard to handle, accidents can happen such as nicks, cuts or scrapes from clippers, scissors or any other grooming tools. Animals are unpredictable and accidents can happen. If such an incident does occur: I Agree to NOT HOLD PAHRUMP GROOMING, or any of the STAFF or OWNERS responsible, financially or otherwise.

MATTED COAT: I'm aware that if my Pets' COAT IS MATTED, I have the following three options:

Option. 1- Take my pet home and brush out the coat before returning to the Grooming Salon.

Option 2- Request a complete Shave-Down and start my pet's coat management from scratch, with the assistance of the Salon and my Pet Groomers.

Option 3- Give the Grooming Salon and Pet Groomers permission to attempt to save as much of the coat as possible with time-consuming de-matting techniques, using de-matting shampoos and conditioners which will incur additional charges, depending on the size of the pet and the time it takes de-matting your pet. These charges are in addition to the regular grooming price. De-matting will only be attempted if it is viable and does not overly stress the dog. Please know we may still have to resort to a complete shave-down and you are hereby giving us your consent in advance to shave the pet down if needed.

2. **PERSONAL PROPERTY**, I Agree that Pahrump Grooming LLC, or any of its Staff or Owners, Not be responsible or liable for lost, stolen or damaged personal property that was left with your pet/pets, including pet leashes and collars. I understand that pet collars, or any type of harness, will be removed during the grooming process. I will ensure and assume responsibility to remember to pick up all my personal property, when I pick-up my pet/pets.
3. **RIGHT TO REFUSE SERVICE**, Pahrump Grooming LLC and its Staff have the right to refuse service. I consent, Agree and understand that the groomers may have to use restraints and muzzles during the grooming process and that grooming services may have to be halted during an incomplete groom due to reasons and concerns of safety for the pet and the grooming staff. Grooming fees may still apply and require prompt payment.
4. **ABONDANED DOGS**, No pets are allowed to stay overnight at Pahrump Grooming and ALL pets must be retrieved. Therefore, I Agree to pick up my pet once I have been notified my pet is ready for pick up. If pets are not picked up. I give my permission and consent for Pahrump Grooming to decide what's best for my pet/pets.
5. **PET PHOTOGRAPHS AND VIDEO RELEASE**, I agree to allow Pahrump Grooming LLC, their Staff Groomers and Owners to take photos and videos of my pet/pets and be used for media promotion, website, social media and/or display in the Salon for No Compensation.

**OWNERS/ GUARDIANS OR OWNER'S/GUARDIANS' REPRESENTATIVE.**

\_\_\_\_\_  
Signature of New Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Please Print Name

\_\_\_\_\_  
Relationship to Owner