



Grooming Waiver

Matted pets

I understand that if my pet is matted, he/she may need to be shaved shorter than the original length discussed. Matted pets are charged an extra fee, usually \$5 - \$10. In severe cases, this fee can be as high as \$15 and would require a separate waiver to be signed. I understand that matted pets are more difficult to shave and may be cut or "scraped" by the clippers. The skin may be irritated under the matted fur. Studio K9 is not responsible for any vet bills. Studio K9 will brush out only minimal mats. The rest may have to be cut or shaved out as combing mats out can be costly to the owner as well as painful to the pet. We always do what is in the pet's best interest.

Aggressive dogs

We do not recommend tranquilizers while having your pet groomed. We do use muzzles if a dog is showing signs of aggression, but we always give the benefit of the doubt first. If you have been told or think your dog might bite, please tell us before the groom. We would rather be prepared instead of surprised. We reserve the right not to groom any dog when to do so would be a danger to the dog or groomer.

Vet bills

We, at Studio K9, use the utmost diligence when grooming pets but we are working with sharp instruments and wiggly pets and accidents do happen. If we feel that we cannot safely groom your pet, we will stop and charges will be based on the amount of work done as well as the amount of time spent on your pet.

Older pets

We love our older pets but they have a more difficult time with being groomed. They tend to be sore and sometimes nippy if something pulls or hurts them. Sometimes they can't stand for the length of time needed to complete the groom. Or they may become unfocused and easily distracted making it difficult to get them to stand still. We do our best to groom them as usual, but we take into account their age and we sometimes can't accomplish the same cut. Your pet's comfort comes first.

Puppies

Puppies are very impressionable and since they are going to have a lifetime of grooming, we try to make their first few visits fun. Being fun and learning "grooming manners" is the most important part of the first couple of grooming visits and we don't expect haircuts to come out perfect. Puppies are very wiggly and have extremely short attention spans so we will only do what we can do safely. We will also show and explain grooming tools and methods to use at home.

Payment/cancellation/early-late drop off-pick up

Payment is due at the time the pet is picked up. We accept cash or debit/credit cards. we do not accept checks.

If you need to drop your pet off early or pick up late (during regular business hours), please let us know ahead of time as cage space is limited.

Please be on time for your scheduled appointment. We may not be able to accommodate a pet that is more than 30 minutes late for their appointment as we are on a very tight schedule. If you think you might be late, please call and we will let you know what options are available.

If you need to change or cancel an appointment please give us 24 hours' notice so we can fill your spot. There is no charge for cancelling or changing a grooming appointment.

Grooming process

The grooming process usually takes a few hours from start to finish, so be prepared to leave your dog with us. We will contact you as soon as your dog is ready. Please be patient as trying to rush is a stress on the dog and groomer, if it is your puppy's first groom please allow a little more time as we will give the puppy periodic breaks. We want the experience to be fun.

It is the policy of Studio K9 not to have the owners stay during the grooming process. Owners can distract their pets and the pet will look to the owner for comfort and reassurance instead of trusting and forming a bond with the groomer.

I have read and understand the above information.

Pet owner _____

Date _____