

# DOG GROOMING AT BEACON SUITES PET RESORT

## Release Form ; DATE:

### General

- The pet is fit for the grooming process, friendly & healthy. Grooming which takes place on an elderly or infirm pet will be at the owner's risk. Grooming may expose pre-existing health or skin conditions for which Beacon Suites Pet Resort cannot be held liable.
- The pet's rabies (as required by law), Distemper/Parvo, and Bordetella/IntraTrac are up to date unless otherwise discussed.  
**current vaccine history paperwork is REQUIRED to receive services, dogs not up to date will not be serviced**
- In the rare event of an accident or emergency you authorize Beacon Suites Pet Resort to contact/seek care from King's Crossing Animal Hospital, located in Oak Ridge North Carolina.
- Pet Owner is responsible for 50%-100% of any veterinary services that may occur during services
  - Full payment is due at the check out time of service. Prices are based on the breed, coat condition, behavior, service, style of haircut and duration of the groom and is subject to change with or without notice.
- Nail clipping (when applicable), external anal gland expression (when applicable), and ear cleaning/ear hair plucking (when applicable) are part of the service unless the process is too stressful for the pet, too dangerous for the groomer to complete, or requested to not be completed by the owner. Nail clipping (when applicable), external anal gland expression(when applicable), and ear cleaning/ear hair plucking (when applicable) are part of the service price and will not be discounted if not completed due to a dog's behavior/health concerns/owners request
- Owner of the dog is responsible for 100% of replacement costs to any and all tools/equipment that are damaged by their pet during the grooming service
- Beacon Suites Pet Resort will NOT provide any grooming services to known pregnant dogs for the safety of the mother & fetuses
- Beacon Suites Pet Resort reserves the right to refuse service to any pet or client for any reason.

### DEMATTING

- "De-matting" or complete coat removal will dramatically alter your pet's appearance and will require an additional charge (dematting fee). This procedure may expose pre-existing health/skin problems for which Beacon Suites Pet Resort cannot be held liable.
- "De-matting" fees vary depending on breed/size/severity etc and are subject to change with or without notice
- You understand that shaving a matted pet may reveal pre-existing skin conditions that were unable to be identified prior to shaving and that Beacon Suites Pet Resort is not responsible for issues that are revealed by or arise due to shaving a matted pet including but not limited to skin irritations, poor hair regrowth, coat color changes, nicks to moles or skin growths, hematomas, bruising, and odd behaviors.
- In the event mats are found, you authorize the groomer to shave the matted area(s).
- Owner understands that complete removal of an entire matted/pelted coat will result in a drastic change in appearance and is necessary in certain situations where it is inhumane to do anything else
- Owner acknowledges Beacon Suites Pet Resort believes in humanity over vanity and will not demat severe matting in consideration of the wellbeing and safety of the dog

### Shaving Double Coated Breeds

Double coated dogs have coats that can be damaged through clipping and shaving. When the hair is groomed too short, the hair may grow back fuzzy with a wiry texture, or not grow back at all (Loss of hair growth) . Effects of shaving double coated dogs can consist of but not limited to The coat not growing back in the same texture and/or color prior to shaving, Bald patches, Hyper pigmentation of the skin (Darkening of the skin where the coat has not grown back) , Exposure to the elements, Sun/Heat damage or heat stroke; hyperthermia from cold weather , Exposure to bug bites and Reduced protection from bush, sticks, scratching etc. Beacon Suites Pet Resort is not liable for these or other effects from shaving double coated breeds at the owner's request/ consent

X \_\_\_\_\_ DATE: \_\_\_\_\_  
Having read the information above I would still like my double coated dog clipped/shaved

**Pre-Existing Conditions**

You agree that Beacon Suites Pet Resort is not responsible for any known or unknown pre-existing or degenerative medical conditions (or the aggravation of such conditions) such as heart disease, arthritis, intervertebral disc disease (IVDD), cruciate ligament tears, brachycephalic syndrome, infections, skin tags/warts or any other medical problem that may be affected by the grooming process.

**Allergic/Adverse Reactions**

You agree that Beacon Suites Pet Resort not responsible for allergic/adverse reactions resulting from the usage of any dog grooming products/tools/ services and understand a pet may experience an allergic/adverse reaction to grooming products/tools at any time during or after the grooming service

**Cancellations**

- Cancellation and/or rescheduling of an appointment, by the client, requires 24 hours notice to waive the canceled appointment fee of \$20 per dog. If a client cancels/reschedules less than 24 hours in advance **\$20 cancellation fee per dog** will be added onto the next service unless paid before via credit/debit card over the phone or client comes to business to pay outstanding balance.
- Beacon Suites Pet Resort reserves the right to cancel or reschedule a groom if we feel or have the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomers.

**NO - SHOWS/LATES**

- It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule OR does not make it to the appointment in a timely manner and is forced to forfeit original appointment.
- Beacon Suites Pet Resort reserves the right to charge a **\$35 NO SHOW FEE per dog** due to the loss of revenue caused by a "no-show".
- No Show fees will be added onto the next scheduled service unless paid before via credit/debit card over the phone or client comes to business to pay outstanding balance. Please make every effort to call and cancel or reschedule when possible to avoid such situations.
- Clients arriving more than 15 minutes late will be imposed with a \$10 late fee per dog
- Clients arriving more than 30 minutes late will risk losing the original appointment slot, be subject to higher late fees, and/or NO SHOW fees per dog
- Beacon Suites Pet Resort reserves the right to refuse service to any pet or client for any reason.

**Photo Release**

Beacon Suites Pet Resort may take a photo(s) of your pet while your pet is receiving services. You hereby grant Beacon Suites Pet Resort the perpetual, irrevocable, royalty-free right and license to publish, distribute, adapt, modify, or otherwise use the Photo, or any portion in any manner for any commercial or non-commercial purpose without notice to owner or owners approval

YES or NO

I authorize this signed contract to be valid approval for all future grooming services, permitting Beacon Suites Pet Resort to accept telephone reservations/payments for service without additional signed contracts or written authorization.

I understand that pricing is subject to change with or without notice and that full payment is due at the end of service

print		Date:
signature	X	Date:

I have read this agreement and understood its terms and signed it freely