



Puppy Luv Dog Spa  
1341 W. Liberty Rd.  
Sykesville, MD 21784

410-549-4747  
www.puppyluvshop.com

## Release Form

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Email: \_\_\_\_\_

Cellphone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Vet's Name: \_\_\_\_\_

Vet's Phone: \_\_\_\_\_

Preferred method of contact:  Cellphone  Email  Text Message

How did you hear about us? \_\_\_\_\_

\_\_\_\_\_

## Pet(s) Information

Pet Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Description/Age: \_\_\_\_\_

Weight: \_\_\_\_\_

Skin/ Health Issues: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Pet Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Description/Age: \_\_\_\_\_

Weight: \_\_\_\_\_

Skin/ Health Issues: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Release Information (please initial each section)

\_\_\_\_\_ **Experience:** At Puppy Luv Dog Spa, we want your pets grooming experience to be a stress-free and pleasant adventure. However, it is important to realize that all dogs react differently to grooming. If your pet does not respond well there may be an extra handling fee added to your regular grooming charge.

\_\_\_\_\_ **Matted Dog Policy:** Dogs with matted coats will require extra attention. If the matting is minimal and the dog responds well we may demat for an extra fee. However, if the matting is severe the least painful and stressful way to remove the mats is by shaving the dog. There is a greater risk of nicking or scratching a matted dog during the grooming process. In addition, the skin may appear red, itchy and irritated due to the lack of oxygen reaching in and under the mats. Puppy Luv Dog Spa will not be held responsible for any injury sustained while grooming a matted dog, including any after effects. This includes, but is not limited to swelling, redness, itchiness and self-inflicted abrasions due to external rubbing. Please note that additional fees may be incurred. Groomer will discuss with the pet owner.

\_\_\_\_\_ **Accidents:** Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although 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 an animal is wiggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If Puppy Luv feels it is serious, and the owner is not on-site, Puppy Luv will seek immediate veterinary care for your pet with the closest vet clinic.

\_\_\_\_\_ **Health or Medical Problems:** Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Please make sure to alert us of any current or past issues so that we may keep an eye out for them. All medical expenses for veterinary care will be covered by the pet's owner upon signing this contract.

\_\_\_\_\_ **Veterinarian Authorization/ Medical Emergencies:** This release gives Puppy Luv Dog Spa full authorization to seek medical treatment from the nearest vet clinic, in the case of any medical emergencies while in the care of Puppy Luv.

\_\_\_\_\_ **Vaccinations:** All pets are strongly recommended to be current on all vaccinations and are **REQUIRED** to be up to date on their Rabies vaccination in order to receive grooming services. Thank you for your understanding.

\_\_\_\_\_ **Bordetella Vaccination:** Kennel cough (similar to a human cold) is a respiratory condition caused by a variety of viruses and bacteria often spread by direct contact by dogs. At Puppy Luv, we HIGHLY recommend that your dog be immunized & kept up to date with their Bordetella (kennel cough) vaccine. Keeping your dog current with their immunization will help to prevent the spread of kennel cough and/or diminish the severity of infection in your pet. With the recommendation that all dogs visiting us be vaccinated against kennel cough, if a pet should become infected, all treatment and cost associated shall be the pet owner's responsibility.

\_\_\_\_\_ **Flea & Ticks:** Puppy Luv strives to be a flea-free salon. If your pet has any fleas they will be given a flea bath at your expense (depending on size of dog). If you do not want them to receive one, you can reschedule your appointment after the problem is taken care of by you.

\_\_\_\_\_ **Dangerous of Aggressive Animals--Refusal of Services:** Puppy Luv has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, Puppy Luv has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee (for what was done up until that point).

\_\_\_\_\_ **Use of Muzzles:** Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, Muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, Puppy Luv has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet first, muzzling is a last resort. Dogs that require muzzling or extra staff to help manage them will be charged at a higher than standard grooming rate. This is because dogs showing aggression or acute nervousness take much longer to bathe or groom.

\_\_\_\_\_ **Interruptions During Grooming Services:** For the safety of the animals being groomed, as well as the professional pet groomer, it is asked that you do not interrupt the groomer during grooming. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. After dropping your pet off, please do not stop back in the shop until you have received a phone call from us that your pet is ready. If you have any questions after drop off, please call us.

\_\_\_\_\_ **Late Charges:** We do **NOT** have boarding services at Puppy Luv Dog Spa. If you are late in picking up your pet you will be charged \$1 per minute for every minute that you are late after our regular closing time.

\_\_\_\_\_ **No-Shows/Cancellations:** Please give us at least a 24-hour notice if you cannot make it to your appointment. The first time you are a no call/no show we will add a \$20 charge to your next grooming appointment. After the second no call/no show you will be required to prepay for all your future appointments.

\_\_\_\_\_ **Customer Complaints:** If you are unhappy with anything related to your dog's grooming experience you must notify us within seven days. We will do what we can to remedy the situation. However, if it turns out that there was some miscommunication we will take note so that we can make you even happier next time!

**By completing and signing this release form, I hereby release Puppy Luv Dog Spa and all associated parties from any and all liabilities for injuries to myself, my dog, or any other property of mine which may arise from any services or products provided by Puppy Luv Dog Spa.**

Client / Individual Name (printed)

Signature

Date

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\_\_\_\_\_

\_\_\_\_\_