

Natalia's Pet Beauty Salon  
25109 Woodfield Rd  
Damascus MD 20872  
301-366-6952  
[info@petmobilegrooming.com](mailto:info@petmobilegrooming.com)

## GROOMING RELEASE FORM

Your animal is very important to us. Natalia's Pet Beauty Salon would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible. Safety comes first for people as well as the animals during the grooming process.

### Current Vaccinations

Any new puppy clients being serviced in our salon must be up to date on all puppy vaccinations. Adult/senior dogs must be current on Rabies. Please bring copies of vaccination records for our files.

### Right of Refusal of Services

Natalia's Pet Beauty Salon has the right to refuse any services at any time. If your animal is too stressed or becomes dangerous to groom, Natalia's Pet Beauty Salon has the right to: refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming. Client would only be charged a grooming fee for what was done up until that point.

### Cancellations or No Call/No Show

Because we book on an hourly basis, cancellation can leave an empty block in the schedule that could have otherwise been used by another customer. We ask that any salon cancellations are made at least 48 hours in advance or a cancellation fee of \$50.00 (per pet) will be invoiced to your account.

### Payment

Payment is due at time services are completed unless other arrangements have been discussed. We accept cash, credit cards, and checks at the salon.

### Satisfaction

Your satisfaction is important to us. If you are unhappy for any reason and would like something adjusted, we will be happy to make any adjustments when we bring you your pet from his/her appointment. After the day of the appointment, any return visit would be treated as a new appointment.

### Photographs

This release authorizes Natalia's Pet Beauty Salon to take photos of your pet for our client records or for the company website/social media pages. All photos taken are the property of Natalia's Pet Beauty Salon but can be shared with you as well. We will be happy to remove any photos from our website/social media pages at your request if you are displeased with the photos for any reason. We strive to only show your pet looking their best.

Caring for your pet is a responsibility that Natalia's Pet Beauty Salon takes very seriously! We want your pet's experience to be as pleasant and as enjoyable as possible. It is important to understand that some pets respond to grooming differently even with the best efforts, so we will make every effort to make their experience a positive one.

If ill or injured, Natalia's Pet Beauty Salon has permission to call or take the pet to the veterinarian of our choice if the pet's normal vet is unavailable. Vet expenses will be the responsibility of the owner, unless the injury is a direct result of negligence by Natalia's Pet Beauty Salon while the pet was in our care.

Natalia's Pet Beauty Salon will not be held responsible for any sickness, injury or death caused by the pet to itself during its grooming session from pre-existing health conditions, natural disasters, or any illness a pet acquires due to missing or expired vaccines.

Natalia's Pet Beauty Salon will not be held responsible for clipper burn, minor nicks or cuts, or irritation resulting from grooming of matted, neglected coats, or mild to severe skin allergies (including ears). If your pet displays any aggressive behaviors, the groomer reserves the right to use a muzzle or an Elizabethan collar to protect themselves from injury.

Natalia's Pet Beauty Salon will be notified of any claims by the owner regarding compensation for veterinary care given as a result of alleged negligence on our part within 48 hours of the grooming appointment. In the event we dispute the claim, Natalia's Pet Beauty Salon will personally consult the veterinarian prior to any settlement.

Natalia's Pet Beauty Salon reserves the right to charge additional fees for services we consider over and above the norm, including but not limited to severe aggression, bad coat condition, excessive parasite infestations, owner neglect.

By signing this release, you are agreeing that you have reviewed this Service Contract for accuracy, and that you understand the contents of this contract. You affirm that you are the rightful legal owner of the pet(s) for which services are being rendered. You authorize this signed contract to be valid approval for future grooming services, permitting Natalia's Pet Beauty Salon to accept telephone and/or email reservations for service without additional signed contracts or written authorization.

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## \*(If applicable) MATTED DOG RELEASE FORM

Matted coats can cause a variety of skin and health problems. Matted fur does not allow for air circulation to the skin causing hot spots, bacterial and fungal infections. Fleas, ticks, maggots, and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on mats. The skin underneath is usually raw and inflamed. Matted coats will not dry properly and can lead to rotting fur and skin.

Due to the matting, your dog's hair may need to be shaved extremely short to the skin and may show signs of skin irritation and sores due to the matting, wet undercoat, and dirty undercoat. In order to take care of a dog that has not been groomed often enough, and is matted, the required grooming session may be long, stressful, or painful (please note, more than 1 grooming session may be required).

It is the goal of our salon and our groomers to make your pet's grooming experience as stress free as possible.

Due to the condition of your dog's coat, we have determined that the only humane way to do this is to shave the dog's coat down. This is a short clip, removing all the matting. Where feasible, we work to de-mat/brush out the dog's coat, but only when it would not cause excessive pain and suffering to attempt to do so.

There is a strong chance that your pet's skin will become irritated during the clipping process. We will use a medicated shampoo to help soothe any irritation that may occur. The matted hair rests tightly against the skin and the only way to remove it is to use a short blade clip between the skin and mats. Your dog may possibly get nicked and cut because the groomer has to work so closely to the skin to remove the matted coat. Our groomers are very careful, but the possibility of injury exists. Understanding these risks, our salon is authorized to proceed with the dematting process.

Please be sure to schedule a follow up appt. to speak with our groomer for the best methods of maintaining your dog's coat.

I hereby release the Natalia's Pet Beauty Salon and Grooming Staff from any liability associated with the above- mentioned process and all medical problems that may be uncovered and/or occur during the stripping and de-matting process.

Should my pet need veterinarian care after or during this process, I agree to pay all veterinarian fees.

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\*(if applicable) SENIOR PET RELEASE FORM  
(pets over the age of ten)

Your pet is important to us. We want to assure you that every effort will be made to make your senior pet's experience as pleasant as possible.

For senior pets and pets with health problems, grooming procedures can sometimes be stressful and can expose hidden medical conditions (or aggravate existing ones). Senior pets and pets with health problems also have a greater chance of injury- therefore these pets will be groomed for cleanliness and comfort in styles that will not add to their stress. If any minor accident or injury to your elderly or health-compromised pet occurs during their grooming, Natalia's Pet Beauty Salon is not responsible.

In the best interest of your pet, we request your permission to obtain immediate veterinary treatment should it become necessary. In this event, we will attempt contact with you at home and or at your emergency contact number.

If no contact is made, how do you wish for us to proceed with your pets care:

PLEASE ANSWER ALL QUESTIONS BELOW VIA EMAIL or TEXT

[info@petmobilegrooming.com](mailto:info@petmobilegrooming.com) or 301-366-6952

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Does your pet have ongoing or permanent health problems we should be aware of? If so, please explain.