

## General Pet Release Form

### PET RELEASE FORM



Your pet's experience during grooming is of the utmost importance to us. We want your pet's experience to be as pleasant and enjoyable as possible. It is important to understand that pets may respond to grooming differently. Please be assured that every effort will be made to make your pet's visit a safe and positive experience.

On occasion, grooming may reveal a hidden medical condition or aggravate a pre-existing condition. Bentley's Pet Stuff will immediately bring anything the groomer observes to the owner's attention. It is important to inform the groomer of any known medical conditions (e.g., arthritis, seizures, skin sensitivities, etc.) prior to grooming. This ensures it is possible for us to accommodate your pet's special needs safely.

Grooming may be a stressful experience for your pet. If your pet responds adversely to being in a cage, having their fur or nails cut, or being around other dogs, please inform your groomer. If necessary, muzzles may be used to protect your pet and the groomer. **Aggressive dogs or past behavior issues during grooming must be reported to the groomer.** If the owner fails to notify us of a potential issue, you can and will be liable for all medical fees. While we maintain an effort to groom all pets, we may not be able to complete grooming for pets that pose a threat to themselves, other pets, or our staff. Bentley's Pet Stuff reserves the right to refuse grooming services at any time due to aggressive or behavioral issues. You will be notified in the event that occurs.

**Parasites:** If live fleas or ticks are found during the grooming process, you will be charged an additional fee (\$30) to remove ticks and properly treat your pet with a natural product to kill the parasites.

Although accidents are rare, there is a risk when grooming pets. Bentley's Pet Stuff understands this risk and has policies in the event of an incident. Any veterinary expenses incurred due to a pet's pre-existing condition, senior status (see Senior Dog release form), uncontrolled movement, and/or a pet being matted (see Matted Coat release form), will be the sole responsibility of the pet owner. Safety is our number one goal. In the event veterinary care is deemed necessary, Bentley's Pet Stuff will notify you immediately. Your signature grants Bentley's Pet Stuff permission to obtain immediate veterinary care for your pet at your expense. Your pet's health, safety, and comfort are our priority.

#### **Senior Pets**

Grooming may be a stressful experience for your senior pet. The safety and comfort of your pet throughout the grooming experience is our top priority. Please inform us of any pre-existing conditions prior to grooming, such as arthritis, seizures, or skin sensitivities. Senior pets will be groomed to owner's specifications, keeping in mind comfort and cleanliness for your pet. Providing your signature provides Bentley's Pet Stuff permission to seek veterinary care if deemed necessary for the safety of your pet. Expenses incurred are the responsibility of the owner.

#### **Matted Coat**

Matted coats may come with a variety of health concerns, as it does not allow adequate air circulation to the skin. This may cause pain, skin sensitivity, or tears on your pet's skin, depending on severity. The removal of matted coats is a necessity. When a pet's coat becomes tangled beyond the ability to brush or comb it, the most humane and recommended method is to shave the matted hair. Shaving reduces stress and pain for a matted pet. During this procedure, it is not uncommon to find a pre-existing condition, such as hot spots, sores, and other skin issues once the matted hair is removed. Your pet's skin may be irritated and sensitive after removal. Ear bruising, caused by excessive head shaking after removal of mats, can occur. The procedure to remove matted fur requires extra time and care. Additional charges may apply. All pets will be given an oatmeal bath following removal of matted fur to soothe the skin.

## General Pet Release Form

**Late Policy:** If you are more than 15 minutes late for your appointment, Bentley's Pet Stuff reserves the right to cancel the appointment. To reschedule, you will be responsible for a \$20 rescheduling fee.

**Early drop off/Late pick up:** As a Bentley's Pet Stuff company, we operate as a "by appointment" salon. We appreciate your efforts to drop off your pet no earlier than 15 minutes prior to your appointment and pick up your pet within 30 minutes of completion of grooming. Pets left more than 30 from completion will be charged additional \$20 an hour

**No shows/last minute cancellations:** No shows and cancellations within 24 hours of the appointment are subject of a fee of \$20 per pet. This fee is required to be paid before scheduling your next grooming appointment.

Bentley's Pet Stuff reserves the right to refuse grooming to any pet without a current rabies vaccination or a pet who appears sick (e.g., coughing, sneezing, runny eyes, etc.).

By providing my signature below, I grant this grooming establishment to obtain emergency veterinary treatment for my pet at my expense, if deemed necessary for the safety of my pet.

---

Signature of Pet Owner

---

Date

---

Print Name

---

Pet's Name