

K9 Clip and Shine Client Grooming Agreement

I want your pet's experience at K9 Clip and Shine to be pleasant and as enjoyable as possible.

It is important to understand that all pets respond to grooming differently, however at K9 Clip and Shine **we will make every effort to make it a positive experience for your dog.**

Sometimes pre-existing conditions arise such as skin allergies, shampoo allergies, moles, clipper sensitivity, matting and tangles, fleas, behavioural issues, bone or joint sensitivity, heart conditions, seizures, or other underlying health problems that we would be unaware of.

It is important that you, as the pet owner inform us of any health or behavioural issues that you are aware of prior to grooming that your dog may have to ensure we can accommodate and support your pet's needs correctly while being groomed.

Matted coats and excessive undercoats cause a variety of health problems for your pet. Matted fur does not allow for air circulation to the skin, causing hot spots, bacterial and fungal infections. Fleas, ticks 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 their mats which can make the skin underneath raw and inflamed.

Severely matted coats will require a short clip. We will be happy to show you how to care for your pet's coat for the future, **however, we will not brush out a coat that is already severely matted due to the stress and the pain it will undoubtedly cause your pet.**

We always groom within the tolerance levels of the dogs we cater for to ensure they enjoy the grooming experience without distress.

There is a chance that your pet's skin may become more irritated during the grooming process. Your dog may be nicked or cut because we have to work so closely to the skin to remove the coat. We are very careful, but the possibility of unforeseen accidental injury is there, and you need to be aware of this and give us permission to proceed with your dogs groom on this understanding.

All dogs will be groomed in accordance to the Animal Welfare Act 2006

