

LINKS SPAW GROOMING RELEASE FORM

Thank you for choosing Links Spaw LLC for your pet's grooming needs. Links Spaw LLC prides itself on providing the best care for your best friend. Before grooming, please read and agree to our terms of service:

1. **PRICING & PAYMENT: Prices are non-negotiable** and must be paid in full at time of pickup. We accept cash & credit card payments. **Pricing varies for each dog and is determined by breed, size and condition of the dog's coat. Additional charges may also apply due to the dog's temperament and behavior during the grooming session.** There will be a 3% charge per card transaction paid for by the customer. This charge is in addition to state mandated sales tax (5.5%).

2. **PICK-UP:** Owner must pick-up pet within 1 hour of phone call/voicemail/text message to notify owner that the dog will be ready for pick-up. There will be a **\$5 fee for every 15 minutes** after the hour window, **unless discussed prior to the pet's drop-off.**

3. **MEDICAL:** If your pet has any medical concerns (seizures, arthritis, collapsing trachea, etc.), please make us aware of them so that we can take the necessary steps to ensure your pet's comfort. Sometimes grooming can expose a pre-existing condition. **Links Spaw LLC is not liable for health complications resulting from known or unknown pre-existing conditions.** We cannot diagnose such a condition, but may advise you to seek veterinary attention. While we take all measures necessary to help reduce the spread of illness the pet owner recognizes that Links Spaw is also not liable for any and all bacterial, fungal, parasitic or other infections or illnesses that your pet may contract or develop.

4. **BITING:** If your pet has any history of biting, we ask that you notify us before grooming. This will help prevent injury to us and your pet. If your pet has behavioral issues we are happy to work through them with you. If the behavior issues require extra time, we will charge an additional fee.

5. **FLEAS:** If you know that your pet has fleas, please notify us prior to your appointment. If we find fleas during grooming, we will bathe the dog with a medicated flea shampoo. We will notify you, if possible. **The additional charge for this service is \$12.** The flea bath will kill any current fleas on your pet, but will not prevent future fleas or flea eggs from hatching once your pet leaves the salon.

6. **SERVICE:** Links Spaw LLC reserves the right to refuse service to customers and their pets for any reason we may find necessary.

7. **VACCINATIONS: ALL PETS MUST BE CURRENT ON VACCINATIONS BEFORE GROOMING (RABIES).**

8. **MATTING AND SHAVE DOWNS:** There are extra charges for removal of significant matting (**\$30/30 minutes of additional time**). If your pet is matted, this is a health crisis. If possible we will de-mat your pet, but in order to prevent inhumane discomfort and/or pain to your pet, your groomer may feel it necessary to shave down your pet if severely matted. Links Spaw is not liable for post-shave effects which may be temporarily unattractive, unpleasant, and uncomfortable. But your pet will be starting the process to re-gain healthier skin and coat. Shaving a pet often exposes pre-existing skin conditions or sores. Shaving such may cut or irritate the skin. We do not pay vet bills for eye irritations, skin rashes, hematomas, cuts, skin irritations, repairing broken skin due to scratching, licking, chewing, or pets that shiver/hide. These are common responses to shave downs. While the groomer will employ the greatest care to avoid such events, they can and do occur in shave downs.

9. **PHOTO AND VIDEO RELEASE:** I agree to allow Links Spaw LLC to use my pet's name and any images or videos taken while he/she is in the care of Links Spaw LLC, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

10. **EMERGENCY CARE:** Although accidents are rare, there are risks when handling pets. Links Spaw LLC will inform you immediately of any incident that occurs or that we may notice. **Your pet(s) safety and comfort is our number one priority. Should my pet need veterinarian care during or after the process, I authorize Links Spaw LLC to act as my agent in the event of emergency veterinarian services, care-taking and/or transportation is necessary.**

CUSTOMER SATISFACTION: Please let us know within 48 hours if you are not happy with your pet's groom & allow us to "make it right"

I agree to all above terms and conditions for all services rendered in 2025 for all pets listed below.

PET(S) NAME:

Printed Customer Name:

Customer Signature and Date:
