

## **Petite Pet Gallery**

### **Policies & Procedures Form**

**Maryland State Law § 18-318. Vaccination required:**

(a) Each person who owns or keeps a dog, cat, or ferret that is 4 months old or older shall have the dog, cat, or ferret vaccinated adequately against rabies.

(b)(1) A county may not register or license a dog, cat, or ferret unless the person who owns or keeps the dog, cat, or ferret submits, with the application for registration or license, proof that the dog, cat, or ferret has been vaccinated adequately against rabies.

(2) The public health veterinarian shall determine the proof of vaccination that is acceptable.

**Refusal of Service:** Petite Pet Gallery reserves the right to refuse/stop services for your pet(s) at any time before or during any service.

**Current Vaccinations/Veterinarian Information:** By signing this contract/agreement, owners/guardian verifies their pet(s) are current with their rabies vaccine and proof shall be provided to Petite Pet Gallery prior to any service such as grooming, bathing, and etc. Although we do not require your pet(s) to have all the vaccines other than required by law, we do recommend your pet(s) be fully vaccinated with what your veterinarian recommends to be fully protected for your area.

**Aggressive or Dangerous Pets:** Owners/Guardian must inform Petite Pet Gallery staff if their pet(s) bites, has bitten, or is aggressive to people, other pets, specific conditions or procedures. Muzzles may/will be used when necessary. Muzzling will not harm your pet(s), and protects both the pet(s) and the Petite Pet Gallery staff and you will be charge a special handling fee in addition to the regular grooming charge(s) and the charge(s) are not negotiable. All bites must be reported to the local Animal Management Division.

**Veterinary care, Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for senior pets or pets with health problems, and can expose hidden medical problems or aggravate a current condition(s) during or after the groom. Senior pets and pets with health problems have a greater chance of stress/injury; these pets will be serviced for cleanliness and comfort, in a manner that will not add to their stress/medical condition(s). In the best interest of your pet(s) this contract/agreement will allow Petite Pet Gallery to obtain immediate veterinary treatment for your pet(s) should it be deemed necessary. Petite Pet Gallery will do its best to contact the owner/guardian; otherwise Petite Pet Gallery will take your pet(s) to our authorized veterinarian or to the nearest veterinarian that is available. It is agreed that all expenses for veterinary care will be covered by the pet(s) owner upon signing this contract/agreement to a maximum of \$500 until contact with owner/guardian is established.

**Mat Removal:** Pet(s) with matted coats need extra attention and will be charge appropriately. Mats left in a pets coat grow tighter, and can strangle the pet's skin. Mats can be difficult to remove, and may require the pet(s) to be shaved and require special handling. When deemed possible; removing mats includes risks of nicks, cuts or abrasions to the skin. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor parasites or infection. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations, sores, abrasions and failure of the hair to re-grow. There is an extra charge for dematting and shaving, these charges are not negotiable.

**Color Application:** Color application varies from pet to pet due to coat type, condition, and texture. Compliance from pet(s) will affect outcome of application; isolation of color to desired area. Petite Pet Gallery cannot guarantee effectiveness of color retention, saturation, and outcome of application.

**Grooming Ethics:** Petite Pet Gallery retains the right to take action on behalf of the pet(s) with or without prior notice to the owner/guardian or consent from the owner/guardian if a pet is severely matted/neglected, in need of humane service(s), or if there is a conflict with Petite Pet Gallery Grooming Ethics. All pets will be serviced as humanely, ethically and lawfully needed. Owner shall be responsible for service(s) and fee(s) performed by Petite Pet Gallery.

**Client Communication:** It is the Owner/Guardian responsibility to inform Petite Pet Gallery of any change of contact information. Every attempt will be made to contact the Owner/Guardian of the pet(s) in our care, however if no contact can be made Petite Pet Gallery will assume authority to make any decisions and actions that are in the best interest of the pet(s) in our care.

**Hyperactive Pets & Accidents:** There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible accidents could occur including cuts, nicks, scratches, quicking of nails, etc. Every effort will be made to insure your pet(s) is serviced as safely as possible, however an excited pet can be dangerous to continue work on and we reserve the right to end any and all services if deemed unsafe for the pet(s) or Petite Pet Gallery Staff.

**Please fill out both sides of this form**

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**Parasites:** Petite Pet Gallery must be informed if you suspect your pet(s) has fleas, ticks or other parasites. If fleas or ticks are found during any service(s), your pet(s) will be treated with a product to eliminate fleas and/or ticks and you will be charged in addition to your invoice. Ticks found will be removed for an additional charge in addition to your invoice. If ticks are found, we strongly suggest you have your pet(s) tested for Lyme disease. Should your pet(s) show evidence of internal parasites we reserve the right to end all services.

**Hold Harmless Agreement:** By signing this agreement/contract the owners/guardians agrees to hold Petite Pet Gallery, it's owners, operators, employees, officers, directors, etc. harmless from any damages, losses, or claims arising from any condition or ailment of the undersigned pet(s), either known or unknown to Petite Pet Gallery. It is understood this clause applies to any and all pet(s) receiving any service(s).

**Lost, Damaged or Destroyed Items:** We do not advise leaving leashes, collars, harnesses, carriers or any other personal effects. However, if leashes, collars, harnesses, carriers or any other personal effects become lost, damaged or destroyed we are not responsible for reimbursement or replacement of personal effects.

**Late Pick-Ups:** If contact has/has not been made by/with the owner/guardian before end of business day the late fee will be \$1.00 per minute after closing and kennel charge(s) take effect 15 minutes after end of business hours. If your pet(s) are not picked up by end of business day, an additional \$40.00 kennel charge will apply to your invoice. Owner/Guardian understands that Petite Pet Gallery does not offer overnight personnel and that pets are unattended during their stay, water and bedding is provided.

**Neglected and/or Abandoned Pet:** Should a pet repeatedly return in a condition that would indicate neglect we must file a report with local animal law enforcement agencies. Animal cruelty as defined by the ASPCA means the unnecessary or unjustifiable physical pain or suffering caused or allowed by an act, omission, neglect, or abandonment. Should no contact be made by/with owner/guardian for 72 hours Petite Pet Gallery will assume that the pet(s) has/have been abandoned and will notify an animal law enforcement agency. After which Petite Pet Gallery will not assume responsibility of any form for the pet(s).

**Deposits:** At times Petite Pet Gallery will/may require a deposit of half or full amount of services being rendered. On those occasions we will require the deposit before services are engaged.

**No-shows & Cancellations:** We understand there may be emergency situations and will work with you. Please be respectful of our time as we are a by-appointment business. Be aware clients 15 minutes late risk losing their appointment without prior notice.

**Photos:** Owner/guardian agrees upon signing this contract/agreement that Petite Pet Gallery is allowed to take photos of their pet(s) before and after a groom to be used for portfolios, advertising, posting on social media websites, third party affiliates, etc. No information of the pet(s) or owner/guardian will be given and all photos taken are the property of Petite Pet Gallery.

**Policy Changes:** It is also understood and agreed the terms of this agreement/contract can change at any time, without notice, and will overwrite any and all prior signed contracts or documents.

**By signing and by action of entering pet(s) into Petite Pet Gallery care I acknowledge that I read, understood, and agreed to the above policies. No amendments or changes to the agreement will be acknowledge or accepted by Petite Pet Gallery.**

Owner/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/ 2020

Pet(s) Name(s): \_\_\_\_\_

Animal Hospital Name: \_\_\_\_\_

**Emergency contact numbers should be of a guardian other than yourself.**

Name of Emergency Guardian: \_\_\_\_\_

Guardian Cell: \_\_\_\_\_ Guardian Home: \_\_\_\_\_

**Please fill out both sides of this form**