

Grooming Agreement
The Lodge at New Tampa
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Grooming Agreement

Current Vaccinations: By signing this agreement, owners verify their pets are current on the following vaccinations:

- Rabies Vaccination – for cats and dogs
- DHL/P/P – for dogs only
- Bordetella or Kennel Cough – for dogs only
- Feline Distemper/Upper Respiratory - for cats only

- Canine Influenza (H3N8 & H3N2) - for dogs only (Recommended)

The Lodge reserves the right to deny admission to the Lodge Spa of any dog or cat not up-to-date on the above vaccinations. **All vaccines must be given by a licensed veterinarian and proof of said vaccinations shall be provided to The Lodge at New Tampa upon request.**

Fleas and Ticks: If you suspect your pet has fleas or ticks, prompt and thorough action on your part will be needed. Flea infestations can lead to tapeworm and other health problems. If fleas are found during the grooming process on your pet, The Lodge at New Tampa will give your pet an oral flea tablet called Guardian for an additional charge of **\$7.00**. The Guardian tablet will kill the fleas on your pet as well as keeping our facility flea free. Ticks found will be removed and an additional charge may be applied. Please remember that parasites are a health hazard to your pet as well as to humans. We will alert you to the presence of fleas and ticks as they can quickly invade your home, making eradication difficult.

Aggressive or Dangerous Dogs or Cats: Owners must inform The Lodge at New Tampa if your pet bites, has bitten, is aggressive to people and other pets, or does not like certain grooming procedures. The Lodge at New Tampa reserves the right to refuse or stop services for your pet at any time before or during the grooming process, and charge an Aggressive Pet Fee in addition to the regular grooming charge. If your pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income, and equipment damage. Please keep in mind that an animal bite can be a serious injury. We take all precautions to ensure the safety of your pet as well as the safety of our staff.

Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin and cause your pet a lot of discomfort. Mats can be very difficult to remove, and may require your pet to be shaved. When necessary, removing a heavily matted coat could include the risk of nicks, cuts, or abrasions due to folds of skin or small skin growths that become trapped in the matted fur. Heavy matting can also trap moisture and urine near the skin allowing mold, fungus or bacteria to grow, causing severe skin irritations that existed prior to the grooming process. Moist skin and matted fur can also attract maggots which can cause severe skin inflammation and infection. After effects of the mat removal process can include itchiness to the skin, skin redness, self inflicted skin irritations or abrasions, and failure of the hair to regrow. Shaved pets can also be prone to sunburn and should be kept out of the sun until the hairs grows back to a sufficient length to protect the skin. Prevention is the best defense against matting by scheduling regular grooming appointments to keep your pet's hair coat clean, mat free, and healthy. **Depending on the severity of matting, an additional matting fee may be applied to your bill.**

Health, Medical Problems, and Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet. This stress can expose hidden or pre-existing problems or aggravate a current problem during or after grooming. The presence of an overgrown coat or severe matting can mask skin disorders, such as infection and/or hot spots. We will call you should the groomer feel that your dog's coat or skin problem requires additional treatment. The Lodge at New Tampa will make every effort to make sure the grooming experience is as relaxing as possible and will watch for any signs of stress. If at any time, your pet should need immediate Veterinary attention, we will do our best to contact you (the owner). If necessary we will bring your pet to the closest veterinarian for immediate treatment. By signing this agreement, The Lodge at New Tampa has permission to obtain immediate veterinary treatment for your pet if deemed necessary. Any charges related to such treatment shall be paid by the owner.

Your Pet's First Grooming: The first grooming experience for a puppy requires patience and understanding. Puppies should begin their first grooming experience after receiving their last set of vaccinations and given the OK from your veterinarian. The Lodge at New Tampa will try to make your pet's first grooming a great experience. We usually will do only a small amount of grooming. This will allow your puppy to get used to the sounds of the clippers and the routine of bathing, fluffing, and clipping. Typically the first groom will include a sanitary trim, eye hair trimming, trimming of the feet, a nail trim, and a bath. We usually will not perform a whole body grooming on the first visit. Gradually adding steps to the grooming process on a regular basis will help to minimize any stress and help to make the grooming process a very positive experience. Owners can help their puppies by regularly massaging their feet, looking into their ears, as well as brushing and combing their coats.

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp and even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, and razor burn. In most cases this can occur when a pet is wiggling, moving, or if the hair coat is excessively dirty or matted. If veterinary care is needed we will advise you of the best course of action.

Muzzles: The Lodge reserves the right to cloth muzzle your cat or dog if your pet becomes aggressive or poses a threat to our staff. We assure you that these cloth muzzles are safe and do not restrict the flow of air or oxygen to your pet. In some cases, it may be necessary to apply a cloth muzzle to bathe your pet. This procedure will only be used if the situation requires it. We assure you that these mask-like muzzles are perfectly safe.

Medications and Tranquilizers: Your veterinarian may suggest a stress reducing tranquilizer be given prior to grooming or bathing. We suggest that all medications be given at home, prior to bringing your pet to The Lodge. The Lodge at New Tampa **WILL NOT** administer any tranquilizers to your pet under any circumstance. The Lodge at New Tampa will not be responsible for any adverse reaction or illness which may result from the administration of any medication or tranquilizer given by the owner prior to grooming or bathing.

Daycare charges while getting a groom/bath: If your pet is here getting a groom or a bath and they are not picked up **within 2 hours of when we contact you that they are done, or if you request to pick them up 2 hours after they are done,** you will be charged a half day daycare charge (\$19.00) for the day.

Late arrival, No Shows, and Cancellations: Kindly give us a minimum of 24 hours notice if you are unable to keep your appointment. We understand that sometimes there are situations where you cannot keep your appointment and we will work with you, but not on a continual basis.

The Lodge offers a 30 minute grace period for scheduled grooms. After 30 minutes, a late fee of \$15.00 will be issued. If you are over 90 minutes late, we will require the groom to be rescheduled. If more than 2 appointments have been missed without notice, a deposit of \$45.00 will be required for all future appointments.

Hours of Operation: The Lodge at New Tampa lobby is open Monday through Friday 7 am until 7pm. On Saturday from 8 am until 5 pm. Sunday from 9am until 4 pm. **We offer grooming and bathing services Monday through Sunday**. If there are specific grooming instructions for the groomer, we ask that you arrive at a time when the groomer is present so that we get all your specific grooming requests correct. Our business office can set up that time when a reservation for grooming services is made.

The Lodge at New Tampa is not responsible for confirming appointments.

Hold Harmless Agreement: *By signing this contract, you agree to hold The Lodge at New Tampa, its owners, operators, employees, officers and directors, harmless for any damages or claims arising from any condition of the undersigned pet, either known or unknown to The Lodge at New Tampa. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contract or releases.*

I have read and agree to the policies of The Lodge at New Tampa Spa for my pet(s). A copy is available upon request for your records.

Owner Signature: _____

Pet's Name: _____

For The Lodge at New Tampa: _____

Date: _____