

I confirm that I have disclosed all relevant health and behavioural issues for my dog and that it is suitable to be groomed. I agree that the groomer will not be held liable or responsible for irritation, abrasion, patchiness or hair loss due to any pre-existing skin condition, or as a result of the process of grooming, de-matting, thinning, stripping or clipping, or any other mishap caused by non-disclosure of my dog's medical condition or behaviour.

If my dog attempts to bite the groomer, a muzzle may be used, or, at the discretion of the groomer, treatment may stop and I will pay for all work done to that point. If my dog's health causes concern during the groom, I consent that the groomer can obtain veterinary care at my expense.

I will let the groomer know before any future grooms of any health or behavioural changes that are pertinent to the care of my dog during grooming.

The groom must be paid for, in full, at the end of the appointment. Late payment will incur a £2 charge for each 24hrs thereafter. Any cancellations require a minimum of 24hrs notice, or a fee of 50% of the groom will be chargeable.

*I understand and consent to all the conditions above*

Signed (over 18s only): ..... Date: .....

*I authorise Platinum Pets to use photographs of my dog for marketing purposes: Yes / No*

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### **Matted dog release form**

The removal of matted hair is a necessity. When a coat becomes tangled beyond the ability to brush or comb through it, the most humane method is to clip/shave off the matted hair. This may seem severe, but it is the safest, fastest and least stressful way to groom a matted dog.

Clipping a dog short may reveal pre-existing skin issues such as hot-spots, sores, cuts and abrasions that weren't visible. These may become irritated by the clipping process.

Ear haematomas (blood blisters) may occur if ears are clipped due to matting. The matts can restrict blood supply to the ends of the ears, and when the matts are removed, and the dog shakes its head, blood blisters may be created and can burst if the dog continues to shake its head. To prevent this, you can tie a scarf around the ears and head, to keep them from flapping against the head when shaken.

The process of de-matting a dog requires extreme care, skill and extra time. Due to this, an additional charge will be incurred.

*I have read and understood the above. I hereby release Platinum Pets from responsibility for the above mentioned clipping process and any problems that may become apparent or occur during such a procedure. I agree to pay all extra charges for de-matting.*

Signed (over 18s only): ..... Date: .....