



Client Name:
Telephone:

Patient:
Species:

A basic groom consists of:

- Bath
- Brush out
- Cut
- Nail trim
- Fragrance
- Nail polish (on request)

In addition, we will do the following services as long as your pet is not too aggressive:

- Express anal glands
- Pluck hair from ears

Additional charges will be required for the following:

- As with all appointments, the hospital charges a \$25 missed appointment fee. If you need to cancel your appointment, please call 24 hours in advance to avoid this fee.
- Fleas and ticks will be treated accordingly and at the owner's expense. Since the flea medication we use requires a prescription, we are also required to examine your dog if we have not recently done so. You will be charged for a focused exam and the medication for here and to go home.
- If your pet is aggressive such that our safety or the pet's safety is endangered, expressing anal glands and plucking hair from the ears will be performed by the veterinary staff for an additional charge.
- De-matting requires an additional \$10-20 charge. If it is severely matted it will be totally shaved at the price of a shave-down. Matted coats do not allow for air circulation to the skin causing hot spots and bacterial and fungal infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on mats. The skin underneath is raw and inflamed. Matted coats will not dry properly leading to rotting fur and skin. When possible the groomers will work to de-mat/brush out the coat, but only when it will not cause excessive pain and suffering for the pet. The best treatment is to shave the coat down. This is a short clip removing all the matting. If the mats are tight against the skin, the skin may get nicked, though our groomers are very careful to avoid this. The skin underneath the mats is usually raw and inflamed, and can become further irritated during the clipping process. We use medicated shampoo to help sooth any irritation. Please be sure to talk with our groomer about the best methods for maintaining your pet's coat.
- Sometimes the groomers find problems that require medical attention. If that is the case an Animal Hospital of Ovilla technician will contact you before treating your pet. If your pet suddenly requires emergency medical care while in our facility, we may need to take steps to stabilize your pet before we are able to contact you; you will be responsible for the cost of those stabilization procedures.

I understand that I am responsible for any additional charges as listed above.

I understand and accept these terms.

Signature of owner or responsible party:

_____ Date: _____