



BATTLEFIELD ANIMAL CLINIC

8138 SUDLEY ROAD ~ MANASSAS, VA 20109
TELEPHONE (703) 361-0271



Grooming Agreement

Battlefield Animal Clinic prides itself on a stress free, safe environment for pet. Because each pet is an individual and requires a different amount of time to be completely groomed, prices will vary. A treatment plan will be given prior to your first grooming based on the services you are requesting; however, this price is subject to change once the groomer is able to evaluate your pets.

Cancellations: Please call at least 36 hours or 3 business days prior to your appointment to cancel or reschedule. Our Groomer uses a gentle and loving approach in handling our clients, therefore our appointments are scheduled so that each four-legged client receives attentive care in a soothing and calm environment. Your spa appointment is a reservation for services and for the individualized attention we provide each pet. We can only take a limited number of appointments each day. A missed appointment is a loss of income to our groomer.

No-Shows: If an appointment is missed without a 36 hours or 3 business days notification, a \$30.00 “No Show / Late Cancellation Fee” will be charged and a deposit of ½ the grooming cost will be required to reschedule a future appointment.

Late Arrivals: We are only able to perform the grooming services for your pet in the time allotted for your scheduled appointment. We request that you have your pet brought to the clinic between 6:30am-9:00am for existing clients. If you are new to our groomer, we request you set an appointment to meet with the groomer prior to dropping off your pet for their grooming service. This gives him/her a chance to meet your pet and assess the pets coat condition and your pets temperament and if necessary they make changes to your pets treatment plan.

If you are going to be more than 15 mins after our cut off time for your appointment, we may not be able to perform your scheduled grooming services and you may need to reschedule your appointment so that we can stay on schedule with our other clients. Please call us and we will assess on a case-by-case basis.

Aggressive Behavior and Bite Policy: The safety of our staff is our priority. Should your pet display aggressive behavior towards our groomer, we will make all attempts to finish grooming your pet with a muzzle and assistance from our veterinary staff. If your pet continues to display aggressive behavior and our groomer is unable to complete the groom, we will advise the Veterinarian and together we will come up with a grooming protocol that is safe and stress free for your pet and our staff.

Sedation Grooms: If your pet is too stressed to have a traditional groom, we offer sedation grooming (under general anesthesia) that greatly reduces the stress of being groomed, and is safer for our staff, plus they wake up feeling great! For Cats we will primarily treat all grooms as sedation grooms unless the pet is able to be handled without sedation. We will perform pre-Anesthetic bloodwork prior to putting your pet under general anesthesia. We will monitor your pet’s vital signs during the entire groom, and recovery.

Vaccine Requirements: If you pet is staying with us for Grooming Services only we require the pet to be current on their **Rabies Vaccination**

Fleas: Wherever there is animal life, there will also most likely be fleas. Let's face it; fleas and a flea termination plan are an essential part of pet ownership. They can get them by just walking out your front door. When you arrive for your grooming appointment, if your pet is not current on Flea Prevention, we will administer a Capstar* for flea control upon entry into the clinic. Sometimes it is difficult to tell if there are fleas present until we get the animal wet. We will try to contact you as soon as we notice fleas.

***CAPSTAR** is a onetime use flea prevention that will begin killing the fleas within 20 minutes to prevent our other grooming clients from getting fleas. We recommend keeping your pet (along with any other pets in your household) on a monthly flea and tick prevention to and help eliminate infestation in your home all year round.

Please ask our staff about other products to protect your pet and home from fleas.

Post Grooming Care: In order to provide you with excellent customer service, please notify us of any preexisting general physical/ emotional conditions prior to your grooming appointment. We strive to make the experience a happy one for both you and your pet. Our furry companions are as unique as we are, their skin can react differently to grooming equipment (blades and/ or shears). For short styles and shave downs it is not uncommon for redness or itchiness to occur. If you notice any problem with your pet's style, we will make every effort to correct it if notified within 24hr of the original appointment.

By signing the grooming form, you acknowledge that you have read, understand, and will comply with the aforementioned policies of Battlefield Animal Clinic.

Thank you for your understanding and cooperation!

Client Name Printed / Sign

Date