

Shayla's Paw-Fection Pet Grooming

Client Grooming Agreement

Owners Name: _____ Phone Number: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____

Current Vet: _____ Vet Phone Number: _____

Pet's Name: _____ Age: _____ Breed: _____

Pet's Name: _____ Age: _____ Breed: _____

Pet's Name: _____ Age: _____ Breed: _____

Check one:

Able to play: _____ or, Kennel the entire duration: _____

Health Concerns, Limations, or Allergies (if any): _____

Health Statement:

I, _____, confirm with my initials below that my pet(s) are current on all state mandated vaccinations (especially kennel cough) and are in good health unless other wise stated above.

_____ (Intials)

I have read and received a copy of Shayla's Paw-Fection Contract and Liabilities and agree to the grooming policies. I acknowledge that this contract will be considered valid for both the current visit and any and all future visits until such time as I sign a new contract with Shayla's Paw-Fection Pet Grooming.

Signature: _____ Date: _____

Shayla's Paw-Fection Contract and Liabilities

AGGRESSIVE OR DANGEROUS PETS:

Owners MUST INFORM Shayla's Paw-Fection if your pet(s) bite, has bitten or is aggressive to people, other pets or towards specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects the pet and the groomer.

Shayla's Paw-Fection reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for Aggressive Dogs in addition to the the price of a full grooming.

If the pet should bite or become destructive, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

HEALTH, MEDICAL PROBLEMS AND SENIOR PETS:

Grooming procedures can sometimes be stressful, especially for senior or ill pets and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed in styles that will not add to their stress. This may involve an unwanted or shorter haircut.

In the best interest of your pet, this contract will give Shayla's Paw-Fection permission to obtain immediate veterinary treatment for your pet should it be deemed necessary.

We will do our best to contact you before taking your pet to your authorized Veterinarian, it is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract.

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 or eventually tear it open.

Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing heavily matted coat includes risks or nicks, cuts or abrasions due to warts, moles or skin folds within the mats. Heaving 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 maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritation or abrasion and failure of the hair to regrow.

Shaved pets are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes. The best defense against matting is regular grooming appointments. There is an extra charge for heavily matted dogs.

PUPPY'S FIRST HAIRCUT:

The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing and combing their coats. Frequent handling of paws can help pets better accept nail clipping or trimming around the feet.

ACCIDENTS:

There is always the possibility of an accident could occur. We do not kennel the dogs and allow them to roam the shop to play with the other dogs. Occasionally, one can get too rough, jump around or try to hide in tight spaces which could potentially lead to injury, scratches or nicks. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of the nails, etc. In most cases this can happen when a pet is wiggling or moving around.

If you arrive to pick up your pet and they are still being groomed, we will notify you and ask you do NOT talk to them or allow him/her to see you.

Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.

SOCIALIZATION:

Here at Shayla's Paw-Fection, we believe that it shouldn't just be a grooming experience, but also a socialization one. This can help benefit your pet by allowing them to be pushed out of their comfort zone, if they so choose too. Socializing with other dogs also helps increase your pet's health by exercising your dog while they are here. This additional socialization in the long run will help your dog learn to interact with different dogs and people other than those they are already familiar with. Because of this unique aspect of Shayla's Paw-Fection, the overall grooming time will take longer than it might

usually take at other locations. *If there is a specific time you need your pet picked up*, we are more than happy to work with that to accommodate your schedule if known ahead of time. Also, if you would not like your pet to play or socialize with the other dogs, let us know and we will kennel them for the duration of their grooming only to be let out to use the bathroom.

PARASITES:

If fleas are found on your pet during the grooming process, we will give your pet the appropriate treatment and the extra cost will be added to your invoice.

If ticks are found during the grooming process, the tick will be removed and we will alert you to its presences so that you can take the appropriate follow-up measures.

If ticks are found, we strongly suggest you have your pet tested for Lyme Disease and other tick borne illnesses.

PICK-UP TIMES:

A specific pick-up time must be given at the time of drop off, if not before. If no specific pick-up time is needed, we will call or text you once your dog is ready for pick-up.

LATE PICK-UPS:

Please arrive at the agreed upon time to pick-up your pet(s). If you are late picking up your pet a \$20 "babysitting" fee may be added to your invoice.

NO-SHOWS AND CANCELLATIONS:

No shows, and last minute cancellations (less than 24 hours notice) are subject to a \$25.00 fee per pet which will be added to your next appointment.

We understand that life can bring emergency situations/unforeseen circumstances and will do our best to work with you, but not if it proves to be a consistant problem.

PAYMENT:

We accept payment in the form of cash, check, American Express, MasterCard, Discover and Visa. Tax is only included on card payments.

RETURNED CHECK POLICY:

Checks that are returned are subject to a \$30.00 Service Fee *plus* whatever fees may be incurred by our financial institution. Future appointments must then be paid in cash, American Express, MasterCard, Discover or Visa prior to the start of your pet's next appointment.

HOLD HARMLESS AGREEMENT:

By signing this contract, you (or your Agent) agree *not* to hold Shayla's Paw-Fection Pet Grooming, its owner or employees responsible for any damage, loss or claim arising from any condition of your pet, either known or unknown. 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 contracts or releases.