



**Precious Paws
Grooming**

Grooming Agreement

Owner's Name: _____ Phone Number: _____

Pet's Name: _____ Owner's Email: _____

Owner's Address: _____

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

Veterinarian: _____ Date of Rabies Vaccine: _____

Spayed/Neutered: _____ Any Known Medical Problems: _____

Your pet is very important to us! Precious Paws Grooming would like to assure you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible.

Current Vaccinations/Flea Preventative

Pets must be up to date on Rabies and DHPP (parvovirus) vaccine, and we strongly recommend they are current on Bordetella and Canine Influenza Vaccine. Proof should be given prior to a grooming appointment. Please bring copies of vaccination records for our file.

Pets are not required to be on flea preventative for their appointment but it is highly recommended. **Pets that are discovered to have live fleas will be bathed in flea shampoo, which will result in a \$20 fee.**

Cancellations / No Call / No Show

Precious Paws Grooming asks for a 24-hour notice to reschedule or cancel your pet's appointment. Any cancellation with less than 24-hours' notice will be considered a No Show. After your first No Show appointment, Precious Paws will require a **"No Show Fee" of 30% of your total service**. Precious Paws Grooming will require a card on file and the 30% no show fee will be automatically applied after any missed appointment.

Photographs

This release authorizes Precious Paws Grooming to take photos of your pet for our files, our website and social media platforms. *Photos taken are the property of Precious Paws Grooming.*

Accidents

Although we use extreme caution and care, accidents can occur including cuts, scratches, quickening of nails, etc. In the event an accident does occur, you will be notified of the accident. If Precious Paws Grooming feels it is serious, and the owner is not reachable, Precious Paws Grooming will seek immediate veterinary care for your pet if necessary. All medical expenses for veterinary care will be covered by the animal's owner.

Shaving a heavily matted coat can cause nicks, cuts or abrasions and reveal bruising or skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include ear hematomas, itchiness, skin redness, self-inflicted irritations. In some cases, pets may also exhibit brief behavioral changes.

Dangerous or Aggressive Animals - Refusal of Service

Precious Paws grooming has the right to refuse any services, at any time. In the event that your animal is too stressed or becomes dangerous to groom, Precious Paws Grooming will immediately stop, and the client will be charged a grooming fee based on the services performed prior to that point.

De-matting or De-compaction Fee

After 10 minutes of de-matting or de-compacting the coat, an additional charge of **\$15 will be added per 15 minutes (\$1/min)** spent de-matting your pet.

Matted Pre-Shave Fee

Matted or pelted pets required to be pre-shaved before the bath will be charged an additional **\$1 per minute after the first 10 minutes of pre-shaving(\$1/min)**.

Handling Fee

Handling fees will be discussed with owners and will range from **\$10-\$50**. Handling fees may be applied to dogs that are extremely aggressive or very difficult to groom.

Pickup Times

We will call as soon as your pet is ready! You are more than welcome to call and check in on your pet, but we ask that you please wait until your pet is ready to come inside! Since we are an open concept salon the animals on the table get very excited when they see their owner and can make it unsafe to finish the haircut. **Pets are not required to be picked up within a certain amount of time once called, but must be picked up prior to close (Tues-Fri 6pm or Sat 5pm)**. Failure to comply will result in a late pick up fee of **\$1 per minute after closing**.

Credit Card Fee

Clients paying with credit or debit cards will be charged a 3.5% fee upon payment. To avoid this fee, we happily accept **cash or check** payments.

Sanitation Fee

Keeping you & your pets safe & healthy is our top priority. With the recent increase in sanitation supply prices, we will now be charging a \$2 sanitation fee per transaction. This fee will go towards daily deep cleaning and quarterly professional deep cleaning to ensure everyone stays healthy

Customer Satisfaction

Your satisfaction is very important to us. If you are unhappy for any reason, we will be happy to discuss how best to meet your expectations when you pick-up your pet from his/her appointment or within 7 days of your appointment date. **However, any return visits after the 7 days will be treated as a new appointment and will be charged accordingly.**

Acknowledgement

I have reviewed this Grooming Agreement and understand the contents. I affirm that I am the rightful legal owner of the pets for which services are being rendered or have been authorized by the owner to enter into this agreement. I agree that this agreement is valid for future grooming services, permitting Precious Paws Grooming to accept telephone reservations or emails for service without additional agreements or written authorization. I understand that pricing is subject to change.

I have read and agreed to the above.

Owner/ Authorized Agent

Date