

Dog's Name: _____ Client's Last Name: _____

As the owner of the above- referenced dog, I have read and agree to the following grooming liability agreement:

- 1) The Pooch Patio, L.L.C. has agreed to groom my pet and I have provided detailed instructions. Groom fees have been quoted to me up- front based upon the visual coat and skin condition, breed and size of my pet. Additional fees will apply for extra thick coats, large breed dogs, and hand scissoring when leaving more than 1" of hair.
- 2) As the owner, I acknowledge that the animal is in good health, has no apparent communicable diseases or parasites and I have provided the most current vaccination record. I understand The Pooch Patio, L.L.C., its employees, officers, directors, and caregivers will exercise due care to protect the health and safety of my dog while in their care. I do not hold them liable for any communicable diseases my pet may acquire.
- 3) The "top dog" groom price is based upon weight and inclusive of a cleansing shampoo, coat conditioning treatment, grooming, nail clipping, anal gland expression, sanitary trim, ear cleaning, eye cleaning, spray cologne, and a bandana. Deducting one or more services does not change the price of the groom. Additional fees will apply for specialty shampoo, conditioner, cologne, teeth brushing, nail dremmeling and bows. If fleas or ticks are found on my pet, this is notification that flea and tick shampoo will be used and I will be charged accordingly.
- 4) Plucking Ear Hair: This service is included in the "top dog" groom for all breeds that grow excessive hair. The Pooch Patio is not responsible for any irritation or ear infection that develops following the removal of ear hair. Clients need to monitor their dog's ears following treatment.
- 5) Hair Matting: the groomer will advise of the severity and whether the dog can be brushed out humanely. If this is an option, an additional **fee of \$15 per 15 min** will be added to my grooming fee. If the matting is too severe and not recommended, the groomer will acquire verbal authorization prior to the dog getting on the groom table to shave down my pet's coat completely with clippers. Heavily pelted coats, requiring shave down, will have an added fee based on the weight of the dog. We are not responsible for agitated skin due to hair matting, "pink skin" due to sensitivity, welts, or clipper abrasions as a result of having to shave the hair down to the skin leaving 1/8" or less.
- 6) Re- grooms: Should I be unhappy with the grooming for *any* reason, I will contact the facility within twenty four hours (24 hrs) to address any issues. We will re-groom your pet within three (3) business days from the date of the original visit. Re-grooms will be performed by the same groomer only. No refunds will be offered for grooming services. Should I fail to advise of any grooming concerns or problems within the above timeframe, The Pooch Patio will not offer a re-groom or any medical care compensation should that have been necessary under any circumstances. All re-grooms will be for grooming only and bathing is not included. Any bath services will be at the basic bath rate by weight.
- 7) Injuries: Our experienced, professional groomers use extreme care to groom all dogs in a safe, humane and professional manner. There is a chance that your dog can sustain an injury while on the table which includes but is not limited to: a nick, cut, mark, razor burn from the scissors or clippers or brush burn. (Clean face and clean feet can cause irritation until the dogs skin becomes accustomed to this short cut. The client is responsible for any irritation that occurs.) In some instances, muzzling or humanely restraining your dog in order to perform a particular service may be required. I understand that a **\$25 Muzzle/Handling fee** will be charged for dogs that deliberately try to bite the groomer or are unmanageable without the muzzle. Should my pet(s) not be able to be bathed or groomed even with a muzzle, I will be called to collect my (pet) s and I will only be accountable to pay fees for services performed. It is our right to decline further services. Should any injuries be found on my pet after pickup, I will contact the facility within twenty four hours.
- 8) Sedatives: An animal *may* be a candidate for a mild sedative in order to bathe/groom/dry them due to high anxiety, behavioral issues and or prior past poor grooming experiences. It may be necessary to recommend a sedative prior to the service or in order to complete it which will need to be prescribed by your veterinarian. The Pooch Patio reserves the right to refuse to groom an animal if they cannot be humanely restrained, are too aggressive and or risk causing an injury to themselves or our groomers without a sedative.
- 9) Skin Conditions: Should my dog have any visual hot spots, dermatitis, minor skin irritations, or open wounds upon arrival, The Pooch Patio will advise of treatments necessary prior to the grooming.
- 10) Payment is due at the time services are rendered and I acknowledge that my dog(s) will not be released to me until all charges are paid in full. Should my dog not be picked up by the end of business day, my dog will be boarded at the basic kennel rate per night.
- 11) Holiday bookings –A **\$25 deposit** is required for any grooming appointments booked within 4 days prior to any designated holiday. The deposit will be paid toward the balance of the charges at pickup. Should I cancel the booking, or no show my appointment slot, my deposit will be forfeited and may not be applied toward future services.

This contract will remain on file and will apply for all grooming needs at any time. I hereby agree to the foregoing as owner of the pet.

(Print) Owner's Name: _____

(Signature) Owner's Name: _____ Date: _____