

Grooming Release Form:

Owner's Name: _____ Best Phone #: _____

Address: _____ City _____ State _____ Zip Code _____

Owner's Email: _____ May we send reminders via EMAIL/TXT: _____

Emergency Contact: _____ How did you hear about us? _____

Pet's Name: _____ Breed: _____ Pet's Age: _____ MALE/FEMALE SPAY/NEUTER

Approx Wt: _____ Medical Cond/ Allergies: _____

Animal Hospital: _____ Any Other Issues/Problems/ Concerns: _____

Has your pet been groomed before, If so, how often? _____

Last Minute Cancellations/ No Show

We require that any appointment cancellations be made as followed:

Tuesday- Friday Appointments at least 24 hours' notice prior to appointment. Monday & Saturday appointments you must provide at least 48 hours' notice.

If you fail to cancel before your deadline or a failure to show for appointment will result in a charge added onto your account and no further appointments can be made until payment is received. We are instituted a tiered No- Show charge to make sure groomer's time is compensated for missed time. We may also require future appointments to have a prepaid, non- refundable non- transferable deposit on future services

First Offense - \$25.00 charge

Second Offense- \$30.00 charge or 50% of the booked grooming fee whichever is more

Third Offense- 100% of booked grooming fee, 100% non-refundable deposit for any future grooming, no Saturday booking, and no premium holiday bookings.

Drop off- Pick up

Due to our size constraints, we are not able to keep your pet all day unless your pet is approved for daycare. You may drop off your pet no more than ½ hour before your appointment and must pick up your pet within 30 mins of completion. Failure to pick up your pet within that time will result in a daycare charges being added to the bill.

Fleas/Ticks

If your pet has fleas, they will be given a flea treatment (Capstar) at your expense of \$10-15. If you do not want them to receive one, you can re-schedule your appointment after the problem is taken care of by you. We use an all-natural flea and tick shampoo. We can recommend flea and tick products, but it is best not to apply any topical treatment for two days following a bath. We cannot be held liable for any unknown reaction to capstar or the flea and tick shampoo. Flea and tick treatment provided is temporary and pet(s) will need to be treated after the grooming.

Health Concerns

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the animal's owner upon signing this agreement. Pets must be up to date on Rabies and we strongly recommend they are current on Distemper and Bordetella. We make every effort to uncover issues for the owner to discuss with the veterinarian, but some issues may not be uncovered until after the animal has left our care.

Matted Coats

Pets with matted coats require extra attention. Mats in a pet's coat grow tight, can ultimately damage, tear the pet's skin, and can result in bacterial, fungal, or parasitic infections. Mats can be exceedingly difficult to remove and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts, or abrasions. Heavy matting can also trap moisture and urine near the pet's skin producing skin irritations. After-effects of matt removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments and home maintenance. By signing below, you acknowledge if your pet is matted you agree to matt removal in the best way the groomer sees fit. **There will be an additional charge for this process:** it is time consuming and causes extra wear and tear on grooming equipment. The additional charge can be estimated by groomer prior to appointment by request.

Possibility of Injury

Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including but not limited to cuts, nicks, scratches, quicking of nails, irritation to skin, eyes or ears, allergic reaction, or injury from jumping/falling off table, crates, or sink etc. Your pet's safety/comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If the Social Pup feels it is serious, and the owner is not on-site, The Social Pup will seek immediate veterinary care for your pet. The pet owner recognizes the inherent risks involved with dog grooming and acknowledges any veterinary bills arising from injury or illness is to be paid by the pet owner.

Photographs

This release authorizes The Social Pup to take photos of your pet for client file and for company website, social media pages and advertising. All photos taken are the property of The Social Pup.

Refusal of Service

The Social Pup has the right to refuse any services at any time for any reason. If your animal is too stressed or becomes dangerous to groom, The Social Pup has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee for what was done up until that point. Reason can include the animal becoming stressed, aggressive, dangerous, sick, or have health problem being exacerbated by grooming. Furthermore, any mistreatment by the pet owner or their agent towards their pet(s), groomer, staff, or another customer will result in the immediate dismissal of your pet from the Social Pup.

Satisfaction

Your satisfaction is important to us. If you are unhappy for any reason and would like something changed, we will be happy to make any adjustments when you pick-up your pet from his/her appointment. Once, however, you take your pet home from the appointment, any return visits will be treated as a new appointment and you will be charged a grooming fee. We will go over the grooming expectations at drop off, we cannot be held responsible if the person dropping off does not rely the grooming style the owner wishes. Matting could also interfere with desired look, if matting is present, we may not be able to groom the pet as desired. A pet's behavior can greatly affect the groomer's ability to provide a satisfactory trim, in those cases, we are happy to provide information on training and tips to do at home so we may be able to create the perfect look.

Veterinarian Authorization-Medical Emergencies

This release gives The Social Pup full authorization to seek medical treatment from nearest veterinarian in the case of any medical emergencies while in the care of The Social Pup. All veterinarian costs and expenses will be the responsibility of the animal's owner.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner or authorized agent of the pet(s) for which services are being rendered. I authorize this signed contract to be valid approval for all future grooming services, permitting The Social Pup to accept future reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the above document.

Owner/ Authorized Agent Signature

Date