



### *Client Grooming Contract*

Thank you for choosing For K-9s & Felines, LLC for your pet's grooming needs! Please read this contract thoroughly and carefully. By signing this contract, you are agreeing to all the terms herein.

**Current Vaccinations/Veterinarian Information:** By signing this contract, owners verify their pets are current on Rabies, Distemper and Parvovirus. Proof of Vaccination or current Titer testing shall be provided to For K-9s & Felines, LLC upon request as well as current Veterinarian information. Special circumstances will be taken into consideration.

**Veterinarian Release:** I hereby authorize my veterinarian \_\_\_\_\_ to release information to For K-9s & Felines, LLC as it pertains to vaccines or any health issues that may affect the grooming process. **Client signature:** \_\_\_\_\_

**Parasites and contagious diseases:** For the safety of our clients, we do not allow pets on the premises if they have any contagious diseases (i.e. kennel cough, ringworm) or parasites (i.e. fleas). If you suspect your pet has fleas or ticks, prompt and thorough action on *your* part is needed. Flea infestations can lead to tapeworm and other health problems. If you suspect your pet has fleas, you must tell us at the time you are booking an appointment. Your pet must be treated with Capstar the evening before your appointment to ensure there are no live fleas on your pet when you enter our salon. If fleas or ticks are found during the grooming process, your pet will be treated with a natural product to kill the parasites and you will be charged an additional fee of \$25.00. If we find your pet is infested, we will refuse services and charge for the appointment. Please note – For K-9s & Felines, LLC will not use pesticide dips or sprays on your pet. Ticks found will be removed and an additional fee may be charged. Please note that parasites and some diseases are zoonotic, which means they can affect other species. If your pet has a contagious disease (kennel cough, ringworm, etc.), a release from your veterinarian must be provided in order to resume grooming appointments. All of these are a health hazard to your pet as well as to humans.

**Aggressive or Dangerous Pets:** Owners **MUST** inform For K-9s & Felines, LLC if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet and protects both the pet and the groomer. For K-9s & Felines, LLC reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and charge an Aggressive Dog Fee in addition to the regular grooming charge.

**Health or Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems 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 for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet this contract/agreement will give For K-9s & Felines, LLC permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by For K-9s & Felines, LLC. We will do our best to contact you first, then take your pet to your authorized Veterinarian or to the Veterinarian that is contracted by us. For K-9s & Felines, LLC reserves the right to

refuse/stop services for such pet(s) at any time before or during the grooming process. A Handling Fee may be charged in addition to the regular grooming charge if additional time or assistance is needed. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

**Advanced Measures:** In the event your pet stops breathing and/or has a heart attack, do you want CPR to be performed? Please note that there is a high likelihood of injury in performing chest compressions and/or your pet will not regain consciousness. By authorizing For K-9s & Felines, LLC to perform CPR, you understand the risks and will not hold For K-9s & Felines, LLC responsible for any injuries or death. Additionally, you understand you are responsible for all medical and/or veterinary expenses.

**Perform CPR?** Please circle choice and initial → Yes or No **Initial:** \_\_\_\_\_

**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. For K-9s & Felines, LLC does not wish to cause serious or undue stress to your pet and will not continually de-mat your pet for you. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy 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 or infected skin from mats can also harbor maggots and fleas. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. 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 due to the skin feeling 'nature' and/or the blood flow returning to the previously pinched skin. Please prevent your pet from licking, rubbing and scratching as they will self-injure. Prevention is the best defense against matting by scheduling regular grooming appointments. Mat removal incurs a cost of \$2.00/minute in addition to the grooming price. For K-9s & Felines, LLC reserves the right to stop/refuse services for such pet(s) at any time before or during the grooming process if the pet requires a surgical blade, often needed for pelted coats, or the pet's behavior makes it unsafe for the groomer to continue and will refer to a veterinarian for a sedated groom. An Aggressive Pet and/or Handling Fee may be charged in addition to the regular grooming charge.

**Accidents:** There is always the possibility an accident could occur. 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 nails, etc. In most cases this can happen when a pet is wiggling or moving around. Puppies, seniors and/or pets that are not used to grooming can be difficult to groom. We are more than happy to work with your pet to make grooming a comfortable experience, but we cannot do it alone. We need your help! We will provide advice and instruction (yes, that's homework) and do expect progress along with following our recommended grooming schedule. Due to liability, we cannot work with a pet if the owner is unwilling to train it at home. Additionally, if you arrive to pick up your pet and it is still being groomed, please do not talk to it or allow it to see you. Please sit quietly or step outside for a few moments. Every effort will be made to ensure 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, or if your pet is not behaving and we cannot get him to settle, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged. A Handling Fee may be charged in addition to the regular grooming charge if additional time or assistance is needed with dealing with an excited or difficult pet. Should an accident occur that needs medical attention, it is agreed that all expenses

for Veterinary care will be covered by the pet's owner upon signing this contract unless For K-9s & Felines, LLC assumes responsibility.

**Damages:** Untrained, aggressive or excited pets can be destructive. The equipment and tools in our salon are expensive. Additionally, we have a retail store with merchandise low and on the ground. Please watch your dog at all times. If your dog damages merchandise that cannot be resold, you agree to pay for said item. Additionally, should your dog damage or break grooming equipment, you agree to make restitution for that item as well.

**Satisfaction:** We strive to provide a great service. If we have failed you in any way, please tell us right away. If a trim needs a tweak and we're notified within 24 hours, we will correct it the same week for no charge. Please do not wait until the next groom to advise of any issues as the groomer may not remember. We promise to advise you of any injury that occurred under our care or if we find anything on your pet that we feel needs medical attention (i.e. growth, etc.).

***We are proud to provide your pet the best grooming experience possible! By offering a private appointment, time is dedicated solely to your pet. As such, we ask for promptness and kept appointments.***

**Short notice cancellations or no shows cause us to incur a financial loss.** We are in business to service our client's pets using a holistic approach by utilizing gentle techniques in a low-stress environment. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we had known in advance. We only have 4-8 private appointments available per day and those appointments need to be filled for us to stay in business. We understand there may be emergency situations and will work with you, but not on a continued basis. We may not be the right grooming business for everyone and that's okay. We do hope that you will continue to visit our holistic pet food and supply store.

**Charges:** will incur for notification less than three business days. The charge is equal to the amount of the groom scheduled. Invoices are due upon receipt and should be paid within seven (7) days of the cancelled appointment. After 30 days, unpaid invoices will be sent to collections.

**Business Day:** is defined as a normal working day where we are open and conducting business. Sundays, Mondays, holidays and scheduled closings (vacations/shut downs) do **not** constitute a business day. Please see our website for current business days and hours.

**Tardiness/Late Pick-Ups:** In order to achieve the lowest stress environment possible, our schedule must run smoothly. Pets need to be dropped off and picked up on time. We are not a boarding or daycare facility and do not have space to house pets. A late drop-off/pick-up affects the day's schedule, which in turn causes stress to the grooming staff, our clients and their pets. If you are unable to arrive within 10 minutes of your scheduled appointment, it may be rescheduled, and cancellation charges will apply. For late pick-ups during business hours, we will charge \$5.00 for every ten minutes your pet remains on the premises after expected pick up time. Once we close, we will wait 30 minutes and charge an additional \$2 per minute. After that, your pet will be housed in a crate for the night and a \$50 charge will be applied to your account in addition to the late fees accumulated. In a worst-case scenario where no communication is given to us about retrieval by business opening the next day, Animal Control will be contacted for abandonment and you will be invoiced for all charges accumulated.

**Cancellations:** If you are unable to keep an appointment, we would appreciate as much advance notice as possible. We do request you provide us with a **minimum** notice of **three** business days (not calendar days). This will allow us time to refill your appointment. (*But please don't wait for that 3<sup>rd</sup> business day if you know in advance.*) While we provide a reminder call as a courtesy, it should not be relied upon. Please do not wait for that call to cancel your appointment as those calls are placed two business days before your appointment and would be considered late.

**Missed Appointments/No Shows:** A client who no-shows with an explanation can reschedule once payment has been made for the missed groom. A client who no-shows without explanation will not be offered another chance to reschedule and they will be invoiced for the reserved appointment.

**Yearly Clients** - Clients who book their appointments for the year can get their preferred day and time. This insures that pets will be kept on a regular schedule (which helps with training) as well as a holiday appointment. If given enough notice of a scheduling conflict, we may be able to move an appointment close enough to stay on schedule. With shorter notice, however, the appointment will be cancelled without rescheduling and the client must wait until the next appointment. We offer this option with the expectation of keeping said appointments. Two cancellations within a four (4) month period will forfeit these privileges. Future appointments will be cancelled, and appointments will be made one at a time.

Thank you for your understanding of how our salon operates and the need for these policies. We believe you and your pet will truly value and appreciate our services. We are dedicated to the health and happiness of your pet!

**Hold Harmless Agreement:** By signing this contract you (or your Agent) agree to hold For K-9s & Felines, LLC, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to For K-9s & Felines, LLC. 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. It is further understood this clause applies to any and all pets groomed.

I have read and agree to the policies of For K-9s & Felines, LLC.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

[Please return this completed form along with the Client Intake form to us. We will require a non-refundable payment of your first appointment. Thank you.]