



Pet Parlour Grooming Agreement

Welcome to Pet Parlour! We are so excited that you have chosen to entrust us with the care and wellbeing of your pet. Your pets' comfort and safety are our number one priority when they are in our care. In an effort to educate and provide some insight into our parlour and grooming processes, we require all grooming clients to read and sign our grooming agreement.

1. The safety of all dogs in our care is our top priority. We require a current copy of your pet's vaccination records including rabies, distemper and parvo for dogs, and rabies and FVRCP for cats. Special circumstances will be taken into consideration. If your dog has tested positive for heartworms, you must let us know. Veterinarian clearance will be required for grooming.
2. You **MUST** inform Pet Parlour if your pet bites, has bitten, may bite, or is aggressive towards 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. Pet Parlour reserves the right to stop any grooming process, before/during/after, if the pet or groomer's wellbeing is in danger. If a grooming is stopped due to aggression, you will be charged for the full scheduled service, plus an aggressive dog fee.
3. Grooming procedures can sometimes be stressful, especially for senior pets. These procedures can expose hidden or aggravate known medical problems, during or after the groom. Senior pets have a greater chance of injury (including, without limitation, risk of death, cuts, nicks, and nail quicking); these pets will be groomed for cleanliness and comfort, in a style that will not add to their stress. Pet Parlour staff will use our best judgement to determine if brushing, cutting, or clipping will cause too much stress for your pet. If determined, we will modify or discontinue the groom. By signing this agreement, you give Pet Parlour permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by Pet Parlour. It is agreed that all expenses for veterinary care will be covered by the pet's owner upon signing this agreement. You acknowledge that you fully understand the risks of grooming a senior dog and are allowing Pet Parlour to perform the service, while releasing Pet Parlour from any injury, loss, liability, claims, damages and/or otherwise which may arise directly or indirectly as a result of the service, and any and all medical problems and/or other conditions that may be uncovered and/or occur during and/or as a result of the service.
4. Owners must advise Pet Parlour of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these conditions further. Please let us know of any prior grooming history that you or your pet have found to be unsatisfactory so we can avoid an unpleasant experience. Pet Parlour understands that some pets can be extremely sensitive to certain grooming procedures, such as nail trimming and/or ear cleaning, plucking. Since we do not wish to cause your pet discomfort, we reserve the right to discontinue any such service, as these procedures may be best left to a veterinarian.
5. Due to the number of pets that we take care of at Pet Parlour, we do not accept pets with fleas. If you suspect your pet has fleas please treat them prior to making a grooming appointment. If fleas are found during the grooming process, we will administer a Capstar tablet and give them a flea bath to kill the fleas, and you will be charged an additional fee of \$30.00. Flea infestation can lead to tapeworms and are a health hazard for both pets and humans. If any ticks are found, they will be removed for an additional charge. If ticks are found,

we strongly suggest that you have your pet tested for Lyme Disease. Parasites are a health hazard to your pet, as well as to humans.

6. Allowing a pet's coat to get matted is not only very uncomfortable but dangerous for your pet's health. Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat will only grow tighter, and can strangle the pet's skin, and/or eventually tear it open. Mats can be very difficult and time consuming to remove and may require the pet to be shaved. If a "shave down" is required, we have used our best judgement to determine that this is the only way for your pet's skin to get the oxygen needed for new healthy hair to grow. Charges for a shave down are on a per pet basis. Removing a heavily matted coat is a very close clip and increases the risk of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats, or the closeness of the mat and the sharpness of the blades. 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. The aftereffects of mat removal can include itchiness, skin redness, self-inflicted irritations or abrasions, hematomas, 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 can also exhibit brief behavioral changes. By signing this agreement, you acknowledge that you fully understand the risks of grooming a matted pet. You give Pet Parlour permission to perform the service, while releasing Pet Parlour from any injury, loss, liability, claims, damages and/or otherwise which may arise directly or indirectly as a result of the service, and any and all medical problems and/or other conditions that may be uncovered and/or occur during and/or as a result of the service.
7. 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 and scratches. In most cases, this happens when a pet is wiggling or moving around. By signing this agreement, you acknowledge that you understand the risks associated with grooming, and you agree to hold Pet Parlour, its owners, operators, employees, officers and directors harmless from any injury, loss, liability, claims, damages and/or otherwise which may arise directly or indirectly as a result of the service provided, and any and all medical problems and/or other conditions that may be uncovered and/or occur during and/or as a result of the service.
8. Every effort will be made to keep our scheduled grooms running smoothly and timely without jeopardizing the quality of your pet's groom. A typical pet groom can last between 2 and 4 hours from the time of your appointment. If your pet has behavior issues or coat problems, it may take longer.
9. If you arrive and your pet is still getting groomed, all owners must remain in the lobby area. The Groom Room and Wash Room are for employees only. This ensures the safety of your pet during the grooming process. Sometimes pets can get overly excited when they see their owners, and this can cause excessive wiggling and movement
10. By signing this agreement, you agree to hold Pet Parlour, its owners, operators, employees, officers and directors harmless from any damage, loss or claim arising from any condition of the listed pet(s), either known or unknown, to Pet Parlour. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will override any and all prior signed contracts or releases. It is further understood that this clause applies to any all pets groomed at Pet Parlour.
11. No shows and last-minute cancellations are subject to a \$40.00 FEE PER PET, to be paid immediately. Prepayment for some will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continued basis. Please be respectful of our time as we are a by-appointment business.

Pet Name: _____ Breed: _____

Color: _____ Birth Date: _____ Weight: _____ Sex: _____

Spayed/Neutered: _____

Client's Name: _____

Address: _____ City: _____ Zip: _____

Primary Phone Number: _____ Secondary Phone Number: _____

Email Address: _____

Emergency Contact: _____

Veterinarian's Name: _____

I, _____, the undersigned client, do hereby entrust my
pet _____ to Pet Parlour, for the purpose of grooming my pet.

Client Signature, Date