

Peticulous

CLIENT INFORMATION SHEET

Client Parent(s) Name: _____

Phone: _____ Email: _____

Address: _____

Veterinarian: _____

Phone: _____

Client Name(s): _____

Breed(s): _____

Gender(s): _____ Age(s): _____

Birthday(s): _____ De-sexed: Y N

Vaccinations Current: Y N

Health Condition(s): (Please List i.e. skin or food allergies, seizures, illness etc)

History of Aggression:

Dogs interact with each other more than a traditional groomer. Please indicate if this is not appropriate:

How Did You Hear About Us?

Current Client: Y N

Who Can We Thank?

Other: _____



GROOMING SALON TERMS OF SERVICE

We appreciate you reviewing our Grooming Release Form Thoroughly. You are entitled to a copy of your own: if you would like one please advise our staff and a copy will be made for you by pickup.

1. HEALTH OR MEDICAL PROBLEMS

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 dog's owner upon signing this agreement.

DOG OWNER'S INITIALS _____

2. ACCIDENTS AND EMERGENCIES

Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although 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 an animal is wiggling or moving around. Your dog's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If our staff feels it is serious, and the owner is not on-site or readily available, we will seek immediate veterinary care for your pet with our local veterinarian or your nominated veterinarian.

DOG OWNER'S INITIALS _____

3. FLEAS AND TICKS

Peticulous strives to be a flea-free salon. It is the owner's responsibility to advise staff upon drop-off if there is any evidence of fleas. If fleas are discovered on your dog, they will be given a flea bath at your expense of \$5-\$10 (depending on size of dog). Ticks discovered during grooming will be removed and you will be notified if any are found.

DOG OWNER'S INITIALS _____

4. USE OF MUZZLES, DANGEROUS OR AGGRESSIVE DOGS/REFUSAL OF SERVICE

Muzzling does not harm your dog and protects both the **dog and the groomer**. In some cases, muzzling may even calm a stressed dog, allowing the grooming process to continue. If your dog is too stressed or becomes dangerous to groom Peticulous has the right to refuse grooming services, stop grooming services or cancel grooming services at any time before, during or after grooming and you will be charged a grooming for (for what was done up to that point).

DOG OWNER'S INITIALS _____

5. MATTED COATS

Dogs with severely matted coats require extra attention. Mats in a dog's coat grow tight and can ultimately damage and tear the dog's skin, which provides a breeding ground for parasite infestations. Peticulous will not cause serious or undue stress to your dog by dematting. Mats can be very difficult to remove and may require your dog to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near your dog's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, hematomas, skin redness, self inflicted irritations or abrasions and failure of the hair to regrow. In some cases, dogs may also exhibit brief behavioural changes. Prevention is the best defense by scheduling regular grooming appointments every 4-6 weeks. **If your dog needs to be shaved** to remove matting, by initialing below you acknowledge that you agree to this procedure and any risk. There will be an ADDITIONAL CHARGE for this process; it is time consuming and causes extra wear and tear on grooming equipment.

DOG OWNER'S INITIALS _____

6. APPOINTMENTS, CANCELLATIONS AND INTERRUPTIONS

Scheduled appointment times allow the grooming process to operate smoothly. Peticulous strives to meet our clients' needs, however late drop-offs can disrupt this process. Late drop-offs or pick-ups after closing time, without notice, **will attract an additional charge per half hour**. Peticulous asks that any cancellations of appointments are made at least 24 hours in advance so that we are able to place another client into that appointment. Out of respect for our grooming staff's time, after two no-shows, no-cancellation or two cancellations with less than 24 hours notice, a full priced service fee will still be charged with your next appointment. For the safety of all dogs being groomed, Peticulous asks that you do not interrupt the groomer during the grooming. Please ensure that all instructions are given to our staff at drop-off time and that, where possible, you are not early to pick up your dog unless otherwise arranged by our staff. Likewise, should your groomer be ill on the day of your appointment, Peticulous staff will do our best to notify you and reschedule your appointment to a suitable time.

DOG OWNER'S INITIALS _____

7. SATISFACTION AND PAYMENT

Your satisfaction is important to us. If you are unhappy, for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick up your dog, or **within 24 hours following pick up**. If you have not been in contact with us within 24 hours of pick up, we assume that you are satisfied with our service and any return visits will be treated as a new appointment. Payment is due at time of pick up. We accept Cash, EFTPOS, Visa and Mastercard.

DOG OWNER'S INITIALS _____

8. PHOTOGRAPHS

This Terms of Service authorizes Peticulous to take photos of your dog for your client file and for our company website and Facebook page. All photos taken are the property of Peticulous Dog Grooming.

DOG OWNER'S INITIALS _____

I have reviewed this Terms of Service for accuracy and understand the contents of this form. I affirm that I am the rightful legal owner of the dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Peticulous to accept telephone reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change at any time. I have read, signed and agreed to the above.

Signature of Dog(s) Parent: _____

Printed Name of Parent: _____

Peticulous Staff Signature: _____

DATE: _____