



VIP Grooming SALON



Pet Information

Name of Pet: _____ Breed: _____

Age: _____ Male: _____ Neutered? _____ Female: _____ Spayed? _____

How did you hear about VIP Grooming? _____

Any known problems with grooming? (i.e. biting, doesn't like feet being touched, etc.)

Any health concerns to be aware of? (i.e. seizures, blind, deaf, hot spots, moles, diabetes, etc.)

Email Address (optional for specials) _____

Owner's Name: _____

Address: _____ ZIP: _____

Home Phone: _____ Cell: _____

Veterinary Clinic: _____

Policy Release Form

Our Policies: VIP Grooming Salon's philosophy is to offer a stress-free grooming experience for your pet. VIP Grooming Salon pays special attention to older pets and pets with health issues. You, the pet owner, will advise us of any medical, physical, or emotional issues including but not limited to allergies, sensitivities, pre-existing conditions such as prior surgeries, hip or joint issues, warts, moles, ear infections, skin problems, etc.

- The pet's safety and comfort is our top priority.
- VIP Grooming Salon will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. This includes nail trimming in some situations.
- We will do our best in trimming your pet's nails. However, some pets get too stressed out with this procedure and we may decide not to continue with the trim.

Behavioral Issues (Please Let Us Know!): It is extremely important for us to know about your pet's behavioral issues; both good and bad.

- We reserve the right to refuse service.
- We reserve the right to muzzle your pet for our own protection if we feel it is necessary.
- You will be held liable for any bites that require medical treatment and for any property damage caused by your pet.
- Grooming services can be stopped mid-groom if necessary for the safety of the pet or groomer and you agree to pay for the full groom price.

Fleas: In order to prevent contamination of our salon, if it is found that your pet has fleas, a flea bath will immediately be given for an additional \$10. If we find more than 5 live fleas, we will also give Capguard (an over-the-counter flea med) for an additional \$5 which begins working within 30 minutes to kill all adult fleas. Since this is a temporary flea remedy, it is recommended that you follow up with a veterinarian to obtain a long-term flea and tick preventative.

Shave Down Waiver: As ethical groomers, VIP Grooming Salon reserves the right to refuse to de-matt a pet if it appears the pet cannot tolerate the dematting process or that it cannot be done humanely. Therefore, you give VIP Grooming Salon authorization to shave your pet's coat if deemed necessary for its own health and safety. De-matting and excessive undercoat removal will be charged at the rate of \$10.00 per 15 minutes in addition to regular grooming charges. There can be a variety of skin/coat care problems that may occur after the shave down of a pet. These may include the following but are not limited to the loss of hair growth, itching, scratching, biting, licking, shaking, twitching, spinning, rubbing, redness of skin, etc.

Cancellations & No Call/No Shows: VIP Grooming Salon requires a 24 hour notice to cancel appointments to fill the grooming slot and rearrange the schedule. Leaving a message on voice mail is acceptable. You understand due to time and scheduling constraints; this policy will be strongly enforced.

- Failure to follow the 24-hour cancellation policy and having a No Call/No Show will result in a charge of the full grooming price. Giving advance notice gives VIP Grooming Salon the opportunity to fill the grooming slot and rearrange the schedule. Emergency cancellations will be considered on an individual basis.
- If booked for multiple pets and one or more pet will not be available the day of grooming appointment, VIP Grooming Salon must be notified at least 24 hours in advance to avoid being charged \$15.00 per pet not groomed.
- In the event of three no-show appointments, you agree to pay for the full service prior to making another appointment.

Appointment Drop Off/Pick Up: You agree to be ON TIME or up to 15 minutes early for your appointment. If you are over 10-15 minutes late, you understand that you may be required to rebook.

- We make every effort to make sure your pet is completed in 2 hours or less to cut out the stress of being in a cage for long periods. After we call to let you know your pet is ready, we ask that you please pick up your pet within 1 hour of being contacted. We are not licensed or staffed to look after your pet for long periods of time. Any pet that is left for more than an hour after the completion of its groom will be charged a fee of \$15.00 every 10 minutes.

Pricing

- Pricing varies for each pet and is determined by breed, size, coat condition, and the temperament of your pet during grooming.
- Additional charges apply for de-shedding treatment, flea treatments, and specialty treatments due to the additional time it involves.
- An additional fee of \$25 will be charged for any returned checks.

Satisfaction: Our groomers will always work hard to ensure the best groom possible. However, keep in mind that your pet's safety, comfort and health are always a priority. If you are unhappy or dissatisfied with your groom, please notify us within 48 hours and we will happily correct it. There are NO REFUNDS. If changes are requested more than 48 hours after your grooming appointment, there will be an additional charge which may include a re-bathing fee.

Pictures: VIP Grooming Salon may take photos of your pet during and/or after grooming for advertising, promotional, and/or educational purposes to be used on the company website or other sites.

Signature Required for Grooming Services: I, the pet owner, understand and agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of VIP Grooming Salon, agree to hold harmless from damage, loss, or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services, or handling shall include but are not limited to veterinarian services in the event I am not available. I authorize VIP Grooming Salon to act as my agent in the event emergency veterinarian services, care-taking, and/or transportation is necessary and I agree to pay all costs. Any and all damages, loss, or claim shall include but not be limited to death, injury, or shock. Said pre-existing condition shall include but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advanced age, or nervousness.

**I affirm that I am the rightful legal owner or guardian of the pet for which services are rendered.
I have read and accept this policy for the groom today and for any and all future grooming appointments.**

Pet Owner Signature _____ **Date** _____