



Grooming Services Agreement

Owner's Information

First & Last Name _____ Phone Number _____

Address _____ City/Zip _____

E-mail Address _____

Alt. Contact First & Last Name _____ Phone Number _____

Pet's Information **Please submit a separate agreement for each pet!*

Pet's Name _____ Breed(s) _____

Age or Birth Date _____ Is your pet Spayed (if female) or Neutered (if male)? Yes No

Special Needs/Care: _____

Veterinary Clinic Name: _____ Phone Number and/or City: _____

Would you like us to express your pet's anal glands? Yes No I do not know what this means

(External) Anal Gland Expression means squeezing the outside of your pet's anus in order to release stinky oily fluid that has accumulated. Most healthy pets do not require external release of the glands, and problems can be aggravated quickly in this area, therefore the Vet community is split in their approach to anal gland expression. Please provide us with a note from your Veterinarian if you would like us to express your pet's anal glands.

Would you like us to pluck your dog's ears? Yes No I do not know what this means

Ear Plucking means removing excess hair from inside the ear before cleaning it. This process can be uncomfortable for your pet, and the Vet community is split on their approach to ear plucking. We ask that you consult with your Veterinarian if you would like for us to pluck the hair from your dog's ears.

Do we have your permission to use a muzzle if necessary to complete your pet's service? Yes No I would like to discuss this further at drop-off

Do we have your permission to post pictures of your pet on our own social media sites? Yes No

Roch & Gertrude Pet Spa Policies

Current Vaccinations/Veterinarian Information: Owners will be asked to provide current Veterinarian information so that we can verify your pet is always up-to-date on all relevant vaccinations. These include *Rabies, Bordetella, Distemper, Adenovirus, Hepatitis, Parvo, Parainfluenza (DA2PP/DHPP), Canine Influenza (CIV), and Leptospirosis*. We require a Rabies vaccine for any grooming services for canines and felines. If your dog will be socializing with other dogs while in our care, we also require them to be current on the Bordetella, DA2PP/DHPP (as well as Canine Influenza and Leptospirosis if there is an outbreak), as if they are attending a daycare facility. We respect the arrangement our clients have with their individual Veterinarians, and therefore we are happy to consider special circumstances with regard to vaccines; we may require a note from your Veterinarian and/or a secondary vaccine agreement should these special circumstances apply to you and your pet. Although commonly used spaces are regularly cleaned & disinfected, there remains the possibility that a dog or cat can acquire an airborne illness from their stay in a facility of this type, due to their being in close proximity to other pets. Roch & Gertrude Pet Spa will not be held responsible for any illness your pet has developed, after being in a grooming facility.

Parasites: 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 fleas or ticks are found during the grooming process, your pet will be given an herbal medicated bath to address the parasites, and we will recommend a topical flea/tick treatment. Roch & Gertrude Pet Spa will not use pesticide dips or sprays on your pet. Please understand that parasites are a health hazard to your pet as well as to humans. If your pet has an extensive flea/tick issue, you may be charged extra for removal and skin remedies, or referred to your Veterinarian in extreme cases. We strongly recommend sanitizing your household and pet area, as well as checking any other pets at home for parasites.

Late Pick-Ups: We are a by-appointment business, and do not have additional facilities or staff to care for your pet for extended periods of time. Unless prior arrangements have been made for your pet to remain in our care, we ask that they be picked up within an hour of you being informed that they are ready to go home. You may be subject to a kennel charge of \$10/hour if your pet is not picked up on time. Additionally, we do not provide boarding services; if your pet is not picked up by closing for the day, an additional \$50.00 charge per night will apply for pet sitting, and you may collect your pet during the next day of business, within business hours.

No-shows, Cancellations, Late Fees: If you do not make it to your pet's grooming appointment, or if you cancel within 48 hours of your appointment time, you will be subject to a **\$50.00 fee per scheduled appointment**, which will be added to your next invoice, and a deposit will be required for your next appointment to be booked. We understand there may be emergency situations and we are happy to work with you, but we are unable to do so on a continued basis. Please be respectful of our staff's time, as we truly working hard each moment of the day to ensure that your pet has an excellent experience with us, which requires us to run a tight schedule. Note: Clients 15 minutes late risk losing their appointment slot. We will do our best to fit you in the same day, but your pet may go home later than initially planned.

Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat will grow tighter, and can strangle the pet's skin, leading to sores and bruising, among other skin issues. Roch & Gertrude Pet Spa 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 therefore may require the pet to receive a shorter haircut than requested. We will always inform you beforehand of any necessary changes to the requested haircut. Prevention is the best defense against matting by maintaining your pet properly at home, and/or scheduling regular grooming appointments. Advanced matting can be very dangerous to remove, therefore you may incur additional fees for the time it takes to perform this process safely.

Pets Displaying Aggression: The pet owner must inform Roch & Gertrude Pet Spa if your pet has bitten or has displayed aggression 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. Roch & Gertrude Pet Spa reserves the right to refuse or stop services for such pets at any time before or during the grooming process. Pets that must be worked with carefully require more time than an average grooming service, and you may be charged additionally for the time.

Health or Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems, and at times can expose hidden medical problems or aggravate a current one during or after the groom. Due to senior pets and pets with health problems having a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. If the staff of Roch & Gertrude Pet Spa feel that the grooming service has become too stressful for your pet or a medical issue arises during the groom, this agreement gives Roch & Gertrude Pet Spa permission to either stop the service immediately and continue on a different day, or if necessary, seek Veterinary care. In an extreme case, Roch & Gertrude Pet Spa will do our best to contact you first, then proceed to take your pet to your authorized Veterinarian, or if need be to the nearest Veterinarian that is available. **It is agreed that the pet's owner, upon signing this contract/agreement will cover all expenses for Veterinary care.**

Accidents: While we only employ professionals who are trained, certified, and experienced, there is always a possibility that an accident may occur. Grooming equipment is sharp, and pets do not always remain still. Although extreme caution and care are used in all situations, accidents may occur including cuts, nicks, scratches, quicking of nails, etc. Should an injury occur, you will be notified and if Veterinary care is needed, Roch & Gertrude Pet Spa will take your pet to your authorized Veterinarian or the nearest Veterinarian that is available. **It is agreed that the pet's owner, upon signing this contract/agreement will cover all expenses for Veterinary care.**

Early Arrivals: If your pet needs to be dropped off before their appointment time, please let us know in advance so that we can make sure we have enough space to keep them until we can start their service. We will always notify you when your pet is ready or almost ready to be picked up. If you arrive to pick up your pet early, please do not talk to your pet or allow them to see you. Please wait 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/staff, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold Roch & Gertrude Pet Spa, its owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet(s), either known or unknown to Roch & Gertrude Pet Spa. It is further understood this clause applies to any and all pets groomed.

I have read and agree to the policies of Roch & Gertrude Pet Spa.

Printed Name of Pet Owner Date

Signature of Pet Owner