



Owner/Pet Information:

Owner's Name: _____ Tel () _____

Alternate Contact: _____ Tel () _____

Address _____

City/Zip _____

E-mail Address: _____

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

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

How did you hear about us? Yelp Google/Internet Friend Other: _____

Pet's Name (1) _____

Breed(s) _____ Age or Birth Date _____

Special Needs/Care: _____

Pet's Name (2) _____

Breed(s) _____ Age or Birth Date _____

Special Needs/Care: _____

Pet's Name (3) _____

Breed(s) _____ Age or Birth Date _____

Special Needs/Care: _____

Additional Information you wish to tell us about your pet(s):

Would You Like Us To...

Pluck Ears?

- Yes
- No
- N/A

Express Glands?

- Yes
- No



Grooming Service Agreement

Current Vaccinations/Veterinarian Information: Owners will be asked to provide Veterinarian information so that we can verify your pet is always current on all relevant vaccinations. These include Rabies, Bordetella, Distemper, Adenovirus, Hepatitis, Parvo, and Parainfluenza (DA2PP/DHPP). We require a Rabies vaccine for any full 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 and DA2PP/DHPP as well, 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 of 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 a flea bath, and we will recommend a topical flea treatment. Roch & Gertrude Pet Spa will not use pesticide dips or sprays on your pet. Ticks found will be removed for an additional charge. If ticks are found, we will save one of the ticks we remove from your pet for you, as you may wish to have your Veterinarian test for Lyme disease. Please understand that parasites are a health hazard to your pet as well as to humans. We 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; for the well-being of your pet, we do not wish to have them kenneled for an unnecessary amount of time after the completion of their grooming service. Please pick up your pet promptly when called. If your pet remains with us longer than 1 hour, there will be a kennel charge of \$10/hour in an effort to encourage you to pick them up on time. Please note that these rules apply at all times, unless prior arrangements have been made with our staff. Additionally, we do not have boarding facilities. If your pet is not picked up by closing for the day, and 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: If you do not make it to your pet's grooming appointment, or if you cancel within two hours of your appointment time, you will be subject to a **\$20.00 fee per pet**, which will be added to your next ticket, and a deposit will be required before another appointment is booked. We understand there may be emergency situations and we are happy to work with you, but not on a continued basis. Please be respectful of our time as we are a by-appointment business. 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. If it is deemed that your pet is severely matted, we will have you fill out our "Matted Pet" form, and you will be charged a **Matted Pet Fee**. Prevention is the best defense against matting by maintaining your pet properly at home, and/or scheduling regular grooming appointments.

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 pet 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, 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 this 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 employees who are trained, certified, and experienced, there is always a possibility that an accident may occur. Grooming equipment is sharp, and pets are not always 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.** We will always notify you when your pet's grooming service has been completed. 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, 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.

Dated: _____

Signature of Pet Owner

Print Name