

The Groom Saloon

44890 Sunflower Lane, Suite 7, O'Neals, CA 93645

Customer Setup & Disclaimer

Name: _____

Mailing Address: _____

Email: _____ Phone: _____

Vet: _____ Phone: _____

Pet Name: _____ Breed: _____

Medical Issues/Allergies: _____

Pet Name: _____ Breed: _____

Medical Issues/Allergies: _____

Disclaimer:

__ Grooming Experience: At The Groom Saloon, we want your pets grooming experience to be stress free and a pleasant time. Because we care about your pet's safety and well-being, we want to assure you that every effort will be made to make your pet comfortable. However, it is important to realize that all dogs react differently to grooming. If your pet does not respond well there will be an extra handling fee adding to your regular grooming fee. In extreme cases, the pet will be sent home.

__ Matted Dog Policy: Dogs with matted coats will require extra attention. If the matting is minimal and the dog responds well, we may demat for an extra fee. However, if the matting is severe, it may be required to shave the dog per the CA Penal Code 597. There is a greater risk of nicking or scratching a matted dog during the de-matting process. In addition, matting can cause the skin to be red, bruised, and can be itchy or irritated from the lack of oxygen reaching the skin under the matts. The Groom Saloon will not be held responsible for any injury sustained while grooming a matted dog, including any aftereffects. This includes but is not limited to nicking, cutting, swelling, redness, itchiness, and self-inflicted abrasions due to external rubbing.

__ Accidents/Health: Every effort will be made to make sure your pet is groomed as safely as possible. Grooming equipment is very sharp, and accidents DO happen. Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. If there is a severe accident or a health emergency, we will contact you immediately and will take any necessary action to get your pet the medical attention it requires. **The Groom Saloon will not be responsible for any costs related to these events.**

__ Liability: I understand that I am liable for any medical care expenses and damages that result from injuries caused by my pet at The Groom Saloon.

__ Flea & Ticks: The Groom Saloon is a flea and tick free facility. If your pet arrives with live fleas or ticks, we will treat your pet, and these additional charges will be added to your grooming fee.

__ Customer Complaints: If you are unhappy with anything related to your pets' grooming experience, you must notify us within 48 hours. We will do what we can to remedy the situation. However, if it turns out there was some miscommunication we will take notes so that we can make you happier at your next service.

__ Vaccinations: The Groom saloon recommends that you have your pet vaccinated for rabies, kennel cough, DHPP shot, which includes vaccines for distemper, parvovirus, parainfluenza, and adenovirus. The Groom Saloon will not be responsible for any illness that arises after grooming.

__ Haircuts: We will groom your pet as noted at the time of drop off. If you have someone drop off your pet, make sure the groomer is aware of your desired hair design as we will ONLY do as directed at drop off. If your pet is picked up by a different person then who dropped off, we will not redo the haircut if that person was expecting something different than what was requested at drop off.

__ Shave Downs If you request your pet to be shaved, we will do it. However, please be advised that this can permanently damage your pet's hair and the hair may not ever grow back, especially in double coated dogs. The Groom Saloon will not be responsible for any damage or health issues that result from shaving.

__ No Shows/Cancellations: If you have to cancel an appointment, we understand but we do require prior notice. If we are not notified 12 hours prior to your scheduled appointment time. We reserve the right to add a \$20.00 no show fee at your next appointment.

__ Texts/Email Communication: I agree to receive reminders, promotional emails, and SMS messages from The Groom Saloon. The Groom Saloon sends SMS appointment reminders or receipts through Square. You can opt in or out of Square's messages at any time. The Groom Saloon will contact you directly by call or text from our personal line at (559)900-2108; regarding any questions or notices concerning your pet. By signing this form, you are agreeing to OPT IN to receive SMS messages directly from us. Please inform an employee directly if you would like to be removed indefinitely or OPT OUT from receiving any specific form of contact.

__ Privacy Policy: The information provided in this form is for The Groom Saloon's information only. Your information will not be shared with third parties or any outside sources.

__ Photos/Videos: I agree to allow The Groom Saloon to use or post videos or images of my pet online or in mailings for the use of marketing/advertising material.

By signing below, I understand and agree to these terms and advisories.

Signature: _____ Date: _____