

# Cool Cats & Canines

## Pet Grooming Consent & Policies Form

**Emergencies:** In the event of an emergency, this establishment is authorized to immediately seek professional veterinary attention for any pet, at the pet owner's expense.

**Drop Off & Pick Up:** For the safety of staff and pets, the door remains locked until each designated drop off and pick up time. Pet owners agree to keep their pet's leashed or in a carrier at all times, and to arrive promptly at their scheduled drop off and pick up times. Early or late arrivals will not be accommodated without notice. Late drop offs may result in rescheduling, and fees will be charged. Pet owners understand that they will be called prior to their pet being ready for pick up and agree not to arrive early. If a pet owner arrives more than 5 minutes past their designated drop off or pick up time, a phone call will be required for assistance. Due to the nature of business, calls may not be answered and a voicemail will be necessary.

**Health:** As a pet owner, I attest that my pet is healthy enough to be groomed. I will inform the groomer of any skin, heart and health conditions prior to each grooming. I understand that pre-existing health and skin conditions may be uncovered or become worse during and after grooming. I also understand that pets exhibiting gastrointestinal or respiratory symptoms within 24 hours of their appointment will need to be rescheduled. Grooming can be stressful to some pets, especially the elderly. I will not hold this establishment responsible for any uncompleted groom, illness, injury or death resulting from old age and/or pre-existing conditions. I also know that it is required by law for my pet to have a current rabies vaccination prior to every grooming.

**Temperament:** As a pet owner, I will inform the groomer of any temperament concerns and all history of aggressive/anxious behaviors prior to every appointment. I will not hold this establishment responsible for any uncompleted groom, injury or death resulting from my pet's behavior. I accept full responsibility for any property damage or injury caused by my pet while in the care of this establishment. I understand that high anxiety and aggressive pets take more time and effort to groom, so there will be an additional fee added onto the regular grooming price, at the groomers discretion. If the groomer decides it is best to send my pet home before the groom is completed, I understand that I will still be charged for the appointment.

**Coat Condition:** This establishment puts my pet's comfort and safety above all else. In the event that my pet's coat is matted, I understand that the groomer will opt to shave off the matting rather than perform an unsafe and painful dematting procedure. All attempts will be made to remove matting safely, however, there is an increased risk for irritation or cuts due to location of matting and temperament. I will not hold this establishment responsible for any injury or behavior changes resulting from removal of matted fur. I understand that matted pets take additional time and effort to groom, so there will be an additional fee added onto the regular grooming price, at the groomers discretion.

**Pricing:** I understand that the estimates given prior to scheduling are only estimates and that the cost to have my pet groomed may vary. Pet grooming prices are determined by many factors such as size, coat type, coat condition (matting/undercoat), temperament (aggression, anxiety, etc.), styling, services selected, breed, frequency of grooming, and the time and effort required to complete each groom. Due to the unpredictable nature of some of these factors, price may fluctuate at each appointment, or permanently increase. I also understand that my pet's base price could be subject to an annual or biannual price increase, if deemed necessary by this establishment.

**Cancellation Policy:** This establishment requires a **non-refundable** deposit for new clients and clients who have not returned for 6+ months. I give permission for my credit card information to be stored and charged for deposits, services and/or fees. **At least 24 hours' notice is required for all changes and cancellations.** Deposits will be transferred **within 60 days of original appointment**, only when required notice is given. Deposits will be forfeited if another appointment is not scheduled or if required notice is not given. Late cancellations or late drop offs will be charged half of the missed appointment, plus a non-refundable deposit prior to rescheduling. No call/no shows will be required to pay the full cost of the missed appointment, plus a non-refundable deposit prior to rescheduling.

**I understand and agree to the above policies, and provide my consent for my pets to be groomed:**

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Printed Name

Signature / Date

# Cool Cats & Canines

Client Information Form

443-398-2328

[www.coolcatsandcanines.com](http://www.coolcatsandcanines.com)

Client Name \_\_\_\_\_

Address \_\_\_\_\_

Primary Phone # \_\_\_\_\_

Alternate Phone # \_\_\_\_\_

Email Address \_\_\_\_\_

Pets Name(s): \_\_\_\_\_

Breed: \_\_\_\_\_ Gender: \_\_\_\_\_ Age: \_\_\_\_\_

Vet Name and Phone #: \_\_\_\_\_

Please list any known allergies, medical and/or behavioral issues: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is your pet current on all vaccinations required by law? Yes \_\_\_\_\_ No \_\_\_\_\_

Is your pet spayed or neutered? Yes \_\_\_\_\_ No \_\_\_\_\_

Additional concerns or comments: \_\_\_\_\_