

# Cool Cats & Canines

## Pet Grooming Consent & Policies Form

**Drop Off & Pick Up:** For the safety of staff and pets, the door remains locked until your designated drop off and pick up times. As a pet owner, you agree to keep pet's leashed or in a carrier at all times, and make sure they have used the potty before entering the building. Pet owners agree to arrive promptly at their scheduled times, with an understanding that early arrivals will not be accommodated and late arrivals may result in rescheduling. If arriving more than 5-10 minutes late, please call and leave a voicemail for assistance. Pet owners understand that they will be called before their pet is ready for pick up, and agree to notify the groomer if they are unable to arrive at the designated pick up time. Without notice and approval, arriving late for drop off or pick up may result in fees being charged, at the groomer's discretion.

**Health:** As a pet owner, you attest that your pet is healthy enough to be groomed. Please inform the groomer of any pest, skin, heart and health concerns prior to each grooming. Pet owners understand that pre-existing health and skin conditions may be uncovered or become worse during and after grooming. Pets exhibiting signs of fleas or gastrointestinal/respiratory issues within 24 hours of their appointment should be rescheduled. If an issue is discovered after drop off, pets will need to be picked up ASAP and fees may be charged. Grooming can be stressful to some pets, especially the elderly. Pet owners agree to not hold this establishment responsible for any uncompleted groom, illness, injury or death resulting from old age and/or pre-existing conditions. It is required by law for your pet to have a current rabies vaccination prior to every grooming, and routine flea prevention is strongly recommended. **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.**

**Temperament:** As a pet owner, you will inform the groomer of any temperament concerns and all history of aggressive/anxious behaviors prior to every appointment. Pet owners agree to not hold this establishment responsible for any uncompleted groom, illness, injury or death resulting from my pet's behavior. Pet owners accept full responsibility for any property damage or injury caused by their pet while in the care of this establishment. 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 groomer's discretion. If the groomer decides it is best to send a pet home before the groom is completed, pet owners will still be charged for the partial appointment.

**Coat Condition:** This establishment puts your pet's comfort and safety above all else. In the event that your pet's coat is matted, 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 may be an increased risk for irritation or cuts due to location of matting and temperament. Pet owners agree to not hold this establishment responsible for any illness, injury or behavior changes resulting from removal of matted fur. Pet owners 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:** The estimates given prior to scheduling are only estimates and the cost to have a 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 without notice. Base prices may be subject to annual or biannual price increases, if deemed necessary by this establishment.

**Cancellation Policy:** **At least 24 hours' notice is required for all changes and cancellations.** Late cancellations will be charged at least 50% of the missed appointment prior to rescheduling. No call/no shows will be charged up to 100% of the missed appointment, plus a non-refundable deposit prior to rescheduling. This establishment requires a **non-refundable deposit** for all new clients and clients who have not returned for 6+ months. Deposits may be transferred once within 60 days of original appointment, only if required notice is given. Deposits will be forfeited if another appointment is not scheduled or if required notice is not given. **Cool Cats and Canines, LLC has permission to store and charge my credit card information for deposits, services and/or fees. I understand and agree to the above policies, and provide my consent for my pets to be groomed.**

---

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: \_\_\_\_\_