



New Customer Information



Owner First Name _____ Last Name _____

Primary (_____) _____ Cell (_____) _____ Email _____

Address _____ City _____ State _____ Zip _____

Pet Information

Pet(s) Name _____ Breed _____

Vet _____ Vet Phone _____ Rabies Exp Date _____

Notes _____

Pure Grooming Agreements and Expectations

Initial Below

☐ Heath Concerns

Pure Grooming (PG) will do whatever is appropriate for the wellbeing of all pets whilst in its care. However, if any pet should require emergency veterinary treatment, and the owner is not available immediately to collect and take their pet to their own vet, PG will use one of the local vets. The owner agrees that PG is not liable for any Vet fees and Owner will pay for all veterinary treatment given. PG is not a Vet and can only offer advice. All health concerns must be addressed by the veterinary surgeon that the pet is registered with. Owners are required by California State Law to vaccinate all pets against rabies. PG reserves the right to ask for vaccine documentation at any time.

☐ Matting /Animal Welfare

In conjunction with the rules set out by the Animal Welfare Act 2006 (Clause 5 - Animals are to be protected from pain, injury, suffering...) PG will not de-matt a neglected coat. To protect them from pain and trauma, matted pets will require a shave down/clip down. The owner agrees that PG will not be held liable for any aftereffects of any/all of the grooming procedure, including but not limited to redness, itchiness or self-inflicted irritations/abrasions.

☐ Cancellations/ Boarding Fees

Cancellation notice of a minimum of 48 hrs. is required for all appointments. If this is not given, the full grooming fee will be charged. Notice must be given through call or text. PG provides a courtesy reminder email/text two days prior to the appointment. Failure to receive this email/text does not absolve you of the responsibility to keep your appointment. If multiple cancellations or re-schedules, it will require a deposit to book future appointments

Pick up will be due at the arranged time. PG asks owners to please call if running late. Whilst PG does allow reasonable leeway for unforeseen circumstances, pets left late will be charged a late pick up/sitting fee of \$15.00 per 1/4 hour. Most pets require a stay of 4 hrs. depending on size, condition and style required. PG will give a pick up time by text or telephone call on nearing completion of the pet's groom. If pets are not picked up within an hour of closing time, each pet will be boarded at the rate of \$200.00/night until released to owner. If the pet is not called for within 48 hours of stated time of return, PG has the right to provide placement in a suitable home.

☐ Photo Consent

Owner consents to the use of their pet's photo taken by PG and its associates for use on its website, printed material and/ or social media.

☐ Self Wash

Owners are not to leave their pet unaccompanied in PG's self-wash area. While in the tub your pet must always be secure. You are responsible for your pet's damages and actions. Use of self-wash is at your own risk.

☐ Pricing

The estimate given can change due to the condition of coat, temperament, or presence of fleas. Pure Grooming will contact during appointment if price becomes more than \$25.00 over the agreed estimate.

Please do not handle or approach other pets in the salon. Not all pets are friendly to strangers and may bite without warning. PG cannot be held responsible if this policy is disregarded.

Owners Name _____ Phone Number _____

Pet name(s) _____

I have read and agree to ALL the Agreements and Expectations listed above.

Signature _____ Date _____