**Blossom’s Grooming Salon**

**POLICY AGREEMENT**

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed. I, the undersigned customer, do hereby entrust my pet(s) to Blossom’s Grooming Salon for the purpose of grooming my pet(s).

**PET(S) AND GROOMER SAFETY**

Your pet(s) safety and health is first at Blossom’s Grooming Salon. We require a current copy of your pet(s) vaccination records. Rabies vaccination is required annually by the State of Georgia. This policy is strictly enforced. If no proof is provided, we will have to confirm vaccination with your Veterinarian BEFORE you leave your pet(s) at our facility. Due care will be taken with the pet(s) for the safety of the pet(s) and groomer. If it is necessary for the safety of the pet(s) and the groomer, muzzles, elastic collars, slings, straps etc. will be humanely used and are acceptable.

Please be aware that if your pet(s) does not respond to the groomer and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers. For the pet(s) to properly respond to the groom it is essential that the pet(s) be alone with the groomer and clients will not assist in the grooming unless requested to do so.

Customer assumes all liabilities, financial and otherwise, for the behavior and health of their pet(s).

In consideration of the services rendered by Blossom’s Grooming Salon, Customer waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against Blossom’s relating to the care, control, health, and/or safety of Customer's pet(s) arising during services performed by Blossom’s Grooming Salon.

**PET(S) HEALTH CONDITIONS**

Allergies and Sensitivities: Your dog's safety and comfort is our primary concern. Please advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. Please let us know of any prior grooming history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.

Blossom’s Grooming Salon understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well-being of the pet(s), we will not continue with any grooming procedure that will cause pain, discomfort to the pet(s) or harm to the groomer. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian. Blossom’s Grooming Salon/the groomer will be held harmless from damage, loss or claims arising from any known or unknown pre-existing condition of the pet(s). The terms, special services or handling shall include but are not limited to veterinary emergency services in the event that the client is not available. Client authorizes the groomer to act as his/her agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or other medical conditions.

**FLEA INFESTATION/SALON SANITATION**

If fleas are found on your pet, Blossom’s Grooming Salon will administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer’s discretion and at the client’s expense. The shampoo is gentle, non-alkaline and hypoallergenic[[1]](#footnote-1). Pet Parent will also be informed and instructed on how to eradicate fleas in the home afterwards.

**MATTED OR NEGLECTED COAT AND SHAVEDOWNS OR CUSTOM CUTS**

Allowing a pets coat to get matted is not only very UNCOMFORTABLE, but DANGEROUS for your pet’s health. Excessive matting can be avoided with regular brushing and grooming and the groomer will be happy to show you some brushing techniques for mat prevention. The groomer will de-mat the pet (if possible) at $5 per 30 minutes in addition to the regular grooming fee OR the pet will receive a “shave down” to remove the mats. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow.

If the client requests the mats be combed out, the groomer will not do so if it causes pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems.

The Pet Parent is aware that neglect of their pet's coat can be cause for problems after grooming such as clipper/brush irritation. Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his/her understanding of client’s directions and his/her ability but no other guarantee is made.

Shaving of your pet may dramatically change your pet’s appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions. Blossom’s Grooming Salon/ the groomer is not responsible for any preexisting skin conditions found during the groom.

**PAYMENT**

The Pet Parent understand that payment for grooming services is due at the time the services are rendered unless prior arrangements have been made. The Pet Parent understands there is a $30 non-sufficient funds/returned check charge and the Pet Parent will be placed on a cash only basis thereafter.

**CANCELLATIONS**

A courtesy reminder email or text will be sent prior to your appointment time. An email address or cell phone number is required. Blossom’s Grooming Salon must be notified at least 2 hours prior to the scheduled appointment of any cancellations. Leaving a message on the business answering machine is sufficient. This allows us time to try to book a replacement for your vacated appointment. The Pet Parent may be charged a cancellation fee upon the next groom if continuous late cancellations occur.

**LATE or "NO SHOWS"**

If unforeseen circumstances cause us to be late, we will call and make arrangements for a later discharge. Please be sure to provide us with a cell phone or home number where you can be reached in case we are late. Pets are expected to be picked up within an hour of appointment ending or risk a 3$ late pick up fee. If you cannot make the agreed upon time, please call and allow us to alter our schedule accordingly. Dogs not picked up more than 3 hours after appointment ending will be walked, fed, watered, and housed overnight at our salon for a boarding fee; minimum $40.00.

**COMPLETION TIME**

Every effort will be made to keep our scheduled grooms running smoothly. A typical pet(s) groom can be completed in 3 to 5 hours from the time of your appointment. If your pet(s) has behavior issues or skin and coat problems you may be looking at a longer period of time. If you need your pet(s) returned by a certain time please let us know prior to the groom. We are happy to work with you as much as possible, but repeated calls to check on the readiness of your pet(s) only causes further delay. **We provide a small waiting area for those clients paying for “Straight Through” service. For the comfort and security of your** **pet(s), it is not recommended that you come in too early while we are still grooming your dog.**

**REFUSAL OF SERVICE / AGGRESSIVE DOGS**

Blossom’s Grooming Salon has the right to refuse service for the following reasons:

 Too large or too heavy to handle by maximum two of our groomers.

 Pets too aggressive to control safely on the grooming table, drying table, or bathing tub

 Pets too sick, or with severe chronic conditions

 Pets that exhibit extreme dog aggression or people aggression

Your pet’s safety, comfort and well-being are our utmost concern. Your pet(s) will be groomed by our trained professional groomers in the style you have requested. We reserve the right to alter or cease any groom in the event that our staff determines it is in your pet’s best interest or your pet displays aggressive behavior. Customer understands that Blossom’s Grooming Salon has the right to refuse service to Customer's pet(s) at any time for any reason. Customer also understands that all bites will be reported to the local authorities as required by law. The client may be charged the price of the groom.

**PUPPIES**

We want your puppy's first few visits to be as pleasant as possible and will make every effort to do so by starting with the simplest haircuts. Your puppy should enjoy grooming and, to encourage this, a puppy's first haircut is not guaranteed. If you teach your puppy some basic discipline and to be still for brushing, professional grooming will be much easier for both pet(s) and groomer. Tearless shampoo will be used for your puppy's safety. The Customer understands that consistent grooming in puppies is key to basic health of the puppy. Blossom’s Grooming Salon will never recommend shaving a puppy younger than 7 months, but in extreme circumstances shave downs must occur for the health of the puppy. The Pet Parent understands that in this event, the pets hair may possibly be permanently damaged due to the shave down, Blossom’s Grooming Salon will try and avoid this measure, taking in consideration the pet(s) comfort at all times.

**OLDER DOGS**

We will use extra care and patience for older pet(s); however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pet(s). If, in our judgment, brushing or clipping is determined to cause too much stress to the pet(s), we will modify or terminate the haircut. Please be sure to notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying, or clipping phases. Any grooming which takes place on an elderly or frail pet(s)/s is conducted at the Pet Parents risk.

**VERY LARGE DOGS**

It is not our standard policy to groom very large dogs, please be sure to let us know what type of dog you have and what the dog's weight is when you make your first appointment with us. Customer releases Blossom’s Grooming Salon, its agents, officers, sub-contractors, and employees from any and all liabilities, financial, and otherwise, for injuries to Customer, Customer's pet(s), or any other property of Customer, which arise in any way from services and/or products provided by or as a consequence of Customer's association with Blossom’s Grooming Salon including, but not limited to, veterinarian bills.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Blossom’s Grooming Salon.

I am the 􀂆 legal owner 􀂆 caregiver of this pet. (Please check the appropriate box.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pet Parents signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pet Parents printed name Pet(s) Name

Please completely read this document, sign and turn in before being admitted for your first appointment.

FEB 2017

1. <http://www.professionalpetproducts.com/> [↑](#footnote-ref-1)