

# Client Agreement Form

Here at The Dirty Dog Grooming, we value each and every one of you as a client, and we strive to do what is best and safest for your furry family member. In return, we ask that you read through this form outlining our policies before signing below and agreeing to our terms and conditions.

- Arriving 15 minutes (or more) late for your appointment will result in a cancellation per the scheduled groomer's discretion. 2 or more cancellations within 24 hours of your appointment as well as 2 or more no shows will result in a required non-refundable deposit of \$25 in order to schedule your next appointment.
- Groomers can and will muzzle dogs when needed for the safety of your pet and our groomers.
- If the groom is unsafe to continue for your pet and/or the groomer, we have the right to end the service and you will be responsible for any services rendered.
- If you bring in a matted pet, shaving it down can expose pre-existing and/or hidden conditions. Skin that becomes irritated due to the lack of airflow as a result of matting is at greater risk of being nicked, bruised or increased irritation. You accept full responsibility for possible harm that may come to your pet upon stripping, clipping and grooming.
- There is a dematting fee of up to \$15 for every 15 minutes spent dematting your pet. The price of dematting is to the groomer's discretion depending on severity, coat type, behavior and the size of your pet.
- The Dirty Dog Grooming will not issue any refunds for a fixable mistake or complaint. Only partial refunds and/or discounts are available in the case of an unfixable mistake or complaint and/or a pet injury.
- The Dirty Dog Grooming is not responsible for any injuries that are a result of any hidden, prior or existing medical conditions.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_