



## 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 50% in order to schedule your next appointment.
- 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 your pet requires special attention due to matting, your groomer will discuss the options with you.
- 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. If your groomer notices anything of concern during your pet's visit, they will immediately contact and discuss the issue with you.

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

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