
Owners Signature

Date

Owners Printed Name

Pets Name

Phone Number

Email _____

How did you Find Total K(Grooming?

Veterinarian Name_____

Veterinarian Number_____

Current Vaccinations/Veterinarian Information:

All clients are required to bring proof of current vaccine records including Rabies, Distemper (DHPP), and Bordetella. Due to the volume of dogs in our facility regularly, we do not accept titers at this time.

Aggressive or Dangerous Pets: Owners MUST inform Total Canine Grooming if their pet(s) bite, has bitten, or is aggressive to people, other pets, or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet and protects both the pet and the groomer. Total Canine Grooming reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for Aggressive Dogs in addition to the regular grooming charge. If the pet should bite, the owner agrees to be responsible for any, and all related medical bills, recovery costs, loss of income, and equipment damage.

Health, Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet or pet and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give Total Canine Grooming permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to your authorized Veterinarian. It is agreed that the pet's expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

If you arrive to pick up your pet and they are still being groomed, please do NOT talk to them or allow him/her to see you. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.

Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter and can strangle the pet's skin, or eventually tear it open. Total Canine Grooming does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts, or abrasions due to warts, moles, or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin

allowing mold, fungus, or bacteria to grow, causing skin irritations that existed before the grooming process. Torn skin from mats can also harbor maggots. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for de-matting and will be on a case-by-case basis. The groomer will work on de-matting the pet (if possible) for an additional \$20 for up to 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 the necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears and tail if they are matted are determined per pet basis. If the client requests the mats be combed out, the groomer will not do so if it causes the pet undue stress or pain.

Shave downs or custom cuts that are outside standard specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his/her understanding of the client's directions and his/her ability but no other guarantee is made. Shaving 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.

Pick up

Please be on time to pick up your pet(s). We work by Appointment and do not have the staff or facilities for your pet to stay after the groom has been completed. To enforce this policy, a \$20 kennel fee per hour may be added to your invoice if you do not pick up your dog within 30 minutes of the scheduled pick-up time (unless the groomer has called to reschedule said time due to falling behind on your dog)

COMPLETION TIME

Every effort will be made to keep our scheduled grooms running smoothly. If your pet(s) has behavior issues or skin and coat problems, you may be looking at a longer grooming time. If you need your pet(s) returned by a certain time, please let us know before 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 cause further delay. We do not provide waiting facilities for our patrons and 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

Total Canine Grooming has the right to refuse service for the following reasons: Pet(s) will not be groomed if not safe or too large or heavy to handle. 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 grooming if our staff determines it is in your pet's best interest or your pet displays aggressive behavior. The customer understands that Total Canine Grooming has the right to refuse service to Customer's pet(s) at any time for any reason. The 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

Hold Harmless Agreement:

Customer releases Total Canine Obedience, its agents, officers, sub-contractors, and employees from any 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 Total K9 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 Total Canine Grooming.