

Pet Name: \_\_\_\_\_

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

## Gateway Canine LLC Client Pet Grooming Contract

### OWNER INFORMATION

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Main Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Would you like to join our email newsletter list? YES or NO

How did you hear about Gateway Canine? (web, friend, sign, etc.) \_\_\_\_\_

\_\_\_\_\_

### VETERINARIAN INFORMATION

Clinic Name: \_\_\_\_\_

Alternate Clinic if applicable: \_\_\_\_\_

### PET INFORMATION (please use a separate form for additional pets)

Pet's Name: \_\_\_\_\_

Breed(s): \_\_\_\_\_

Birthdate: \_\_\_\_\_ Age: \_\_\_\_\_ Color: \_\_\_\_\_

Sex: MALE or FEMALE Spayed or Neutered: YES or NO

Any medical conditions or health concerns? \_\_\_\_\_

\_\_\_\_\_

Has your pet been groomed before by a professional? \_\_\_\_\_

When was the last time your pet visited a groomer? \_\_\_\_\_

Has your pet had any issues or concerns from past grooming? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Has your pet had any behavioral issues during grooming in the past, including with a professional groomer or while being groomed at home?

( ) Yes      ( ) No      ( ) Unknown

If you Checked YES to behavioral issues, please describe them below:

---

---

---

Is your dog reactive or aggressive to any of the below? (Check all that apply)

Cats     Dogs     Children     Men     Women  
 Strangers     Crates/Kennels     Other

Tell us more about your pet! \_\_\_\_\_

---

---

Any grooming specifics we should add to your file? (Such as no cologne, or bandana. Do you want your pet to always have bows? Our groomer will go over grooming options and styles each time your pet is dropped off.)

---

---

---

Do you authorize permission to have this pet photographed for public viewing for photo albums, display, website, advertising, media, etc? YES or NO

Who is allowed to pick up the above pet? (Please inform us if this changes and if anyone is NOT allowed to pick up your pet)

---

***(Please continue to the next page.)***

We want your pet's experience at Gateway Canine LLC to be as pleasant and enjoyable as possible. It is important to understand that some pets respond to grooming differently, even with the best of efforts. We will make every effort to make it a positive experience. Sometimes pre-existing conditions, unforeseen to us, arise such as skin allergies, shampoo allergies, moles, clipper sensitivity, matting, fleas, fear, behavioral issues, bone or joint sensitivity, heart conditions, seizures, etc. Please inform us of any potential issues prior to grooming.

**Fleas, Ticks,:** If fleas and/or ticks are found on your pet during the grooming process, treatment to rid pet of fleas and or ticks is mandatory and an additional treatment charge will apply. This is not only to rid your pet of the unwanted pests, but to prevent them from transferring to other pets in our facility, and to avoid an infestation. Fleas can lead to tapeworms and other health problems, and we recommend immediately contacting your veterinarian for a preferred treatment, and prevention protocol. We also recommend immediately treating your home and any pet areas. **We do not accept pets who are infested for the safety of the other pets in our care.**

**Aggressive or Dangerous Pets:** Owners **MUST** inform Gateway Canine LLC if your pet(s) may bite, have bitten, or show **ANY** signs of aggression towards people, other animals, or any specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both your pet, and your pet's groomer. A "Handling Fee" may be applied in addition to the regular grooming charge for aggressive or difficult to groom pets. Gateway Canine LLC reserves the right to refuse or stop services for such pet(s) at any time before or during the grooming process. This is for your pet's safety, as well as for the groomer's safety. **We do not administer sedatives or tranquilizers.** Please inform us when you make your pet's appointment if they will be coming in medicated for grooming. We prefer every

**Health or Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet this contract will give Gateway Canine LLC permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by Gateway Canine LLC. We will do our best to contact you first, then take your pet to your authorized Veterinarian or to the nearest Veterinarian that is available. It is agreed that ALL expenses for Veterinary care will be covered by the pet's owner upon signing this contract. Despite all efforts senior pets also have a higher risk of passing away during grooming. Signing this contract states that you understand this inherent risk with elderly dogs.

**Mat Removal:** Pets with matted coats need extra attention during their grooming session. **A "Dematting Fee" will apply to ALL matted pets.** Mats left in a pet's coat only become tighter, and can strangle the pet's skin, or eventually tear it open. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes the risks of nicks, cuts, and 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, and bacteria to grow, causing skin irritations that existed prior to 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 have caution taken in

prolonged exposure to the sun. In some cases pets may also exhibit brief behavioral changes. Gateway Canine LLC does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Prevention is the best defense against matting by scheduling regular grooming appointments. In severe cases your veterinarian may have to shave your pet for their safety.

**Hold Harmless Agreement:** By signing this contract you or your authorized agent are to hold Gateway Canine LLC, it's owners, operators, and employees harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown by Gateway Canine LLC. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all pets groomed.

**Late Pick-Ups:** 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 \$1.00 PER MINUTE LATE CHARGE will be added to your bill, for every minute past our announced closing time for that day. We DO NOT BOARD PETS OVERNIGHT, and we reserve the right to charge a fee up to \$80 per day that a pet is not picked up. Gateway Canine LLC also reserves the right to transfer a pet to a local shelter if we have not heard from an owner in two days and have reason to believe it has been abandoned, and we will pursue legal charges for any bills acquired.

**No-shows & Cancellations:** No shows, last minute cancellations (less than a 24 hours notice) or continual re-scheduling are subject to a **\$45.00 FEE PER PET** which will be added to your next bill. At that point you may reserve your next appointment for a \$45.00 service charge which is non-refundable in case of cancellation. We understand and will work with emergency situations, and illnesses, but do to our small shop size we must enforce our cancellation policies at this time. All cancellations must be done over the phone. Cancellations done via our booking system do not alert us in time and you will still receive a cancellation fee.

**Length of Grooming Appointments:** Times given at drop offs are only an ESTIMATE of time needed to groom your pet(s). Multiple pets, dense coats, time consuming styles, and unforeseeable events can effect the time needed to finish your pets correctly. Also with the Covid-19 virus we are required to disinfect equipment more often, and are spending more time keeping you and your pets safe from possible contagions. Please allow longer than normal groom times for your pet. Please let us know if your pet has special needs or if you need special arrangements on time. When needed a rush charge may be accessed.

**By signing below you agree to all the terms listed throughout this contract, and that you fully understand all terms.**

---

Owner or Agent's Signature

---

Date

---

Owner or Agent's Name Printed