

Vaccination Records: Illinois law requires us to have your pet's rabies vaccination information on file. We can accept paper proof of rabies in the form of a receipt from your veterinarian or your town license. In the event your pet has a health condition that prohibits it from being vaccinated, we will also accept a written vaccination waiver signed by your veterinarian.

Health/Behavior

You agree to disclose any health or behavior issues that could affect the grooming process. You will be held liable for any bites that require medical attention and any property damage caused by your pet. If your pet is unable to be groomed safely, we reserve the right to refuse service. Any harm caused by your pet to any person, animal or property is your responsibility.

Pricing:

The quoted price of grooming is a base price for dogs in a 8 week schedule with a 1" of coat or less. The groomer reserves the right to charge extra fees for coat condition, handling a difficult pet or excessive matting. The groomer reserves the right to charge a "full coat fee" for dogs with excessive coat for hand scissoring.

Fleas and Ticks:

Pets with more than 3 live fleas will be given a mandatory flea bath with a \$15/30/45 charge depending on the pet's size. Any ticks found will result in a \$10 charge for the first 3 ticks, plus \$1 for any additional tick found.

No Boarding:

We pride ourselves on only taking one appointment per groomer at a time and we do not have space on the premises to board dogs. ***We will notify you 15 minutes before your pet is ready to be picked up. Pets must be picked up within one hour of that notification,*** or we reserve the right to charge a \$25 boarding fee. In the event you do not pick up your pet before shop closing, your pet will be boarded off-location and billed \$100/night.

Cancellation:

We require notification of any cancellation or rescheduling of an appointment by 5pm on the previous business day. ***Same day cancellations will result in a cancellation fee.*** Customers with repeated same day cancellations will be required to prepay for future appointments.

Matting:

In the event of matting, we will try to save as much as possible, if there's excessive matting, we will need to carefully shave under the mats. The process can be painful for your pet, and ***may result in skin irritation, nicks, cuts and bruises due to matted hair pulling the skin.*** Heavy matting may also conceal pre-existing conditions, such as fungal or bacterial infections. We will do our best to minimize discomfort to your pet, but we are not responsible for any injuries or medical issues due to this process.

Injury:

In the event of an emergency, we will contact you and take your pet to the nearest veterinary office for treatment. In the event you are not able to be contacted, Bohemian Spaw LLC will act as your agent for the care of your pet. All vet expenses will be the responsibility of the pet's owner unless injury is due to direct negligence of the groomer. We will not be held responsible for any sickness or injury caused by the pet itself during grooming, or any accidental death of the pet due to a pre-existing health condition or natural disaster.

Safety:

Bohemian Spaw LLC will take every precaution to assure a safe environment for your pet. However, accidents do happen, and you will absolve Bohemian Spaw LLC and all its groomers and staff from any and all responsibility involving injury, escape, damage or disease during and after their grooming appointment and Bohemian Spaw LLC.

By signing this agreement, you agree to the above policies.

Name: _____ Phone#: _____ Add-ons/Fees: _____

Signature: _____ **Total Price:** _____

☐ Bandana/Bows

☐ Fragrance