



Pets are accepted for grooming only under the following circumstances:

___ The pet is fit and healthy. Grooming which takes place on an elderly or infirm pet will be at the owner's risk. Grooming may expose pre-existing health and skin conditions, for which *Glucky* (DBA The Golden Dog) cannot be held liable.

___ The pet's rabies vaccine is up to date (as required by law), unless otherwise discussed.

___ In the event of an emergency, in your absence, you authorize *Glucky* (DBA The Golden Dog) to contact the nearest veterinarian and you authorize the vet to treat the pet as necessary at your expense.

___ Payment is to be made at the time of service. Payment can be cash, debit, or credit card. Our rates are based on the breed of the pet, condition of the coat, and duration of the groom. Nail cutting and ear cleaning are part of the service, unless the process is too stressful for the pet or too dangerous for the groomer.

___ "De-matting" or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health/skin problems, for which *Glucky* (DBA The Golden Dog) cannot be held liable.

___ Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat will only grow tighter, and can strangle the pet's skin, or eventually tear it open. *Glucky* (DBA The Golden Dog) 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 increased risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. There is a minimum charge starting at \$5 for dematting. Prevention is the best defense against matting; therefore, be sure to schedule regular grooming appointments. *Glucky* (DBA The Golden Dog) will be held harmless from any accident or issue arising from grooming services. An additional waiver may be required for matted and shaved pets.

___ Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur, including cuts, nicks and scratches. In most cases, this can happen when a pet is wiggling or moving around. If you arrive to pick up your pet and it is still being groomed, please do not talk to it or allow it to see you. Sit quietly or step outside for a few moments. Every effort will be made to ensure your pet is groomed as safely as possible. It can be dangerous to work on an excited pet. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if not completed, and the full grooming price will be charged.

___ Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on your pet is needed. Flea infestation can lead to tapeworm and other health problems. If fleas or ticks are found during the grooming process, you will be charged an additional fee to properly treat your pet with a natural product to kill the parasites. Please Note: Glucky (DBA The Golden Dog) will not use pesticide dips or sprays on your pet. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest that you have your pet tested for Lyme Disease. Parasites are a health hazard to your pet, as well as to humans.

___ Hold Harmless Agreement: By signing this agreement you (or your agent) agree to hold Glucky (DBA The Golden Dog), its owners, operators, employees, officers and directors harmless from any damage, loss or claim arising from any condition of the listed pet(s), either known or unknown. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will override any and all prior signed contracts or releases. It is further understood that this clause applies to any and all pets groomed.

___ Late Pick-Ups: We do not have boarding facilities. If your dog is not picked up by closing for the day, an additional \$50.00 kennel charge will apply. Any pets not picked up within two hours of the completion of their service appointment can be charged an additional \$10 daycare fee per hour for each pet.

Cancellations:

1. ___ Cancellation and rescheduling of an appointment, by the client, require 24-hour notice to waive the FULL appointment fee.

___ In the event of inclement weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 24-hour period.

___ We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer.

2. No-Shows. It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.

___ We reserve the right to charge the FULL grooming fee due to the loss of revenue caused by a "no-show." Please make every effort to call and cancel or reschedule, when possible, to avoid such situations.

3. Non-Solicitation. Please respect us and refrain from offering our groomers, bathers, or receptionist employment at existing or new dog grooming facilities.

*** We reserve the right to refuse service to any pet or client for any reason. ***

CUSTOMER SIGNATURE _____ **DATE:**
