

God's Creatures Grooming Policy 760-71-DOGS-2760-713-6472

About this policy:

We give your baby personalized attention by setting up your pet's very own appointment! We respect your time and assume you respect ours. We hope you understand that like you, we have family, and have plans of our own scheduled throughout the week. We also have other clients and pets that rely on the care we give them. Because of this it is very important that you are at home and on time for your pet's scheduled appointment. We understand that things happen and you may need to reschedule but also understand that we have set aside a special time to care for your pet. We provide a premium service by grooming your pet in the comfort of their own home. This is an upscale service that is not offered by many groomers. There is an additional "House Call" fee as we must cover our gas, travel time, set up, clean up, and take down. Your pet will have our undivided attention being groomed in your home and it is a convenience for owners as they will not need to travel to the groomer.

Cancellations & Missed Appointments:

If you find that you won't be able to keep your pet's scheduled appointment, please call us 72 hours in advance to move, reschedule, or cancel your appointment to avoid being charged a fee. If you fail to give us a 72 hour notice or if no one is at home for your scheduled appointment, a total fee of \$40, or whatever your grooming fee would have been (whichever is less) will be charged per pet. We will not be able to reschedule your pet(s) until this fee is paid in full and in cash.

Being Late for your Appointment:

If you are more than 19 minutes late for your pet's appointment time, we will not be able to groom your pet(s) that day and you will have to pay the cancellation fee. We have other appointments and pets that rely on our care.

Payment:

Payment is due at time of service. We accept cash. For clients that have their pet groomed more than 3 times a year with us, we will take accept a check. Make checks payable to the groomer's name. Returned checks will be subject to a \$30.00 fee in addition to the grooming charge.

Vaccination Requirements:

Rabies - Dogs 6 months and older must have their 1st Rabies shot given within the last 12 months or have their 2nd booster Rabies shot given within the last 3 years. **Bordetella** – Dogs of all ages must have the Bordetella given within the last 12 months. **DA2PP/DHPP** - Puppies under 5 months must have 3 sets of the DA2PP/DHPP given 3-4 weeks apart. Puppies 5 months to 14 months must have 2 DA2PP/DHPP shots given. Dogs 15 months and older must have their 1st DA2PP/DHPP shot given within the last 12 months or their 2nd DA2PP/DHPP booster shot given within the last 3 years. If your dog was just vaccinated we will groom him/her 10 days later from when their vaccine was given. If we show up to your dog's appointment and they were vaccinated within the last 10 days, they are missing a vaccine, have an expired vaccine, or you are unable to prove they have all required vaccines, we will not be able to groom your dog that day and you will be charged the cancellation fee. We do accept current titters test from your vet in place of this vaccine schedule.

Refusal of Services:

We reserve the right to refuse service to any pet for any reason at any time. This may include pets deemed too difficult to handle, overly aggressive pets, severely matted pets, or pets with health issues that may require a visit to the veterinarian. Any issues (health or behavior) not disclosed to the Groomer by the Owner or unknown by the Owner, may result in the immediate termination of the grooming session at the Owner's expense. We also require a person of 18 years or older to be at your home during the entire time we are in your home. If someone 18 years or older is not present, we will not be able to groom your pet and you will have to pay the cancellation fee.

Owners can't stay with their pet:

For your pet's safety we do not allow owners to stay with their pets while being groomed. Your pet needs to be focused on the groomer and what is going on around them. Owners are often a distraction to their pet. A pet that is focused on its owner, instead of the groomer, will become squirmy or agitated. A groomer works with sharp tools and if your pet sees you, he/she will move suddenly without giving us notice. For your pet's safety and our own, it is very important we have your pet's undivided attention and cooperation. Please let us do our job because your pet's safety is very important to us!

I will abide by this Policy & I understand it:_____

Date:_____

God's Creatures Grooming Medical & Health Policy

Medical Problems & Accidents

While we are grooming your pet, occasionally a hidden medical problem may be exposed or a current one aggravated. A medicated bath or other treatment may be needed and at the client's expense of \$5-\$25 extra to be added to the groom. We will not be held responsible for any pre-existing condition or pre-existing injury prior to your pet being groomed. You the owner agree to let us know in advanced of any such known conditions. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. Animals have a mind of their own and although accidents are very rare, there is always a risk of an accident accruing when dealing with pets. In most cases this can happen when a pet is wiggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If we feel it is serious, we will seek veterinary care for your pet.

Veterinary Expenses & Release

This release gives God's Creatures Grooming full authorization to seek any medical treatment needed, from a veterinarian of our choice, in the case of any medical emergency while the pet is in the care of God's Creatures Grooming. Any and all veterinarian costs and expenses will be the responsibility of the pet's owner upon signing this contract/agreement unless God's Creatures Grooming makes other arrangements at the time of the pet's treatment. We are not responsible for any health or medical problems after the pet is out of our care. It is the owner's responsibility to look over their pet completely, for any problems, before we leave.

Fleas & Tick

If you suspect your pet has fleas or ticks, prompt and thorough action on your part will be needed. Flea infestations can lead to tapeworm and other health problems. If fleas or ticks are found on your pet God's Creatures Grooming will administer a flea/tick bath or spry in order to help rid your pet of fleas and ticks. This is at the groomer's discretion and at the client's expense of \$5-\$20 extra to be added to the groom. Ticks found will be removed and at the additional charge of \$1 per tick. If ticks are found, we strongly suggest you have your pet tested for tick borne illnesses by your veterinarian.

Hold Harmless Agreement

I, the undersigned, agree to hold harmless and release God's Creatures Grooming, its officers, operators, agents and employees, harmless from any and all liability arising from or related to me, people in my home, and or my pet, including but not limited to: damage, death, theft, disease, illness, pet running away, injury, loss or damages to property.

Pet's Name: _____ Breed: _____ Color: _____

Age: _____ Weight: _____ Sex: M F Spayed /Neutered or Not

I, the owner of the above pet, have read & agree to the policies of God's Creatures Grooming, & give my consent to allow my pet to be treated & receive any & all needed grooming services & or veterinarian medical care for my pet.

Owner's Printed name: _____

Owner's Signature: _____ Date: _____

Name of Veterinarian office: _____

Vets Phone: _____

Vets Name: _____

Please use the space below to write any information a Veterinarian may need to know in order to help treat your pet including any medication they are on.
