



MOBILE GROOM & SPA

916.250.7709

Parent(s) Information:

NAME(S): _____

ADDRESS: _____

CITY/STATE/ZIP: _____

HOME PHONE: _____ CELL PHONE: _____

WORK PHONE: _____ E-MAIL: _____

Pet Information:

NAME: _____ BREED: _____

COLOR: _____ BDAY (MM/DD/YYYY): _____ Age: _____

MALE / FEMALE SPAYED / NEUTERED : YES / NO

Health Concerns/Special Needs/Allergies:

Rabies Expiration Date (4 months): _____

Emergency Contact Information (Family or Friend):

NAME: _____

PHONE: _____ CITY/STATE/ZIP: _____

Veterinary Information:

NAME: _____

PHONE: _____ CITY/STATE/ZIP: _____

Splash Dog Groom & Spa Policy Agreement

Prior to any grooming services being performed, every Client will be asked to read and sign Splash Dog Groom & Spa's Policy Agreement.

Client hereby entrusts pet(s) to Splash Dog Groom & Spa for the purpose of grooming services.

PAYMENT INFORMATION

Payment is due at time of service.

CANCELLATION POLICY/NO SHOW/TRIP FEE

On rare occasions, Splash Dog Groom & Spa may need to cancel your appointment due to equipment failure, weather, or illness. However, every effort will be made to contact Client in advance to reschedule. If Client cannot keep their appointment, please contact us AT LEAST 24 hours in advance. Failure to call 24 hours before your appointment or failure to have your pet available at the scheduled time WILL result in a full grooming charge to be paid before the next appointment. All scheduled multiple pet clients, who may decide not to groom one of their pets at the last moment, WILL be responsible for all of that pet's grooming charge. There will be a \$25.00 trip fee for missed scheduled appointments, which must be paid within 7 business days. Ultimately, the Client is responsible for keeping track of their scheduled appointments. However, Splash Dog Groom & Spa will make a courtesy phone call or text one business day ahead to confirm and remind Client of appointment date and time. New Clients that are "no show" when groomer arrives for your scheduled appointment, Splash Dog Groom & Spa will not schedule any future appointments.

APPOINTMENT TIMES

An appointment time is truly an 'estimated time of arrival'. Arrival time will be in a 1-2 hour window. As a mobile service, our schedule is subject to interruptions and delays, such as, but not limited to: Refueling, traffic, and/or driving distance from previous appointment and necessary extended time on a previous appointment. If Splash Dog Groom & Spa feels they will be more than 15 minutes early or late, Splash Dog Groom & Spa will call in advance.

MATTED OR NEGLECTED COAT

Excessive de-matting is a painful, time-consuming, and costly procedure that causes extreme discomfort and can irritate or cause skin problems. Client is aware that neglect of the pet's coat can be the cause of problems after grooming such as clipper/brush irritation. If Client's pet does not remain still accidents can happen such as cuts and nicks from clippers or scissors. However, Splash Dog Groom & Spa has the discretion to determine if the de-matting process is safe for your pet, and if not, a "shave-down" will be completed. Shaving your pet may dramatically change your pet's appearance and their hair will be very close to the skin. This may expose pre-existing skin conditions. Client's pet will receive a shave down and start over (additional fee for shave down). Closely shaved pets are also prone to sunburn and should either have sun screen applied daily or 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. In certain breeds and coat types, the coat may not grow back the same. Removing a heavily matted coat includes the risk of nicks, cuts, and/or abrasions due to moles, warts or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin which can cause mold, fungus, bacteria or skin irritations that exist prior to the grooming process. The after-effects of mat

removal procedures may include itchiness, skin redness, self-inflicted irritations or abrasions, or failure of hair to re-grow. Client is responsible for the condition of the pet's coat and will not hold Splash Dog Groom & Spa responsible in the event of adverse effects of mat removal.

CURRENT VACCINATIONS/VETERINARY INFORMATION

Your pet's safety is first and foremost at Splash Dog Groom & Spa. We require a current rabies vaccination with a valid expiration date before any grooming services will be performed. Proof of Rabies Vaccination shall be provided to Splash Dog Groom & Spa upon request as well as current Veterinarian information.

SAFETY/DOG BEHAVIOR

Client must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. Splash Dog Groom & Spa will not accept any aggressive dog. If false representations about the pet's behavior were made when asked during booking of an appointment, we will discontinue services and Client will still be responsible for the full grooming charge. Client will be liable for any bites or any property damage caused by their pet(s). For Groomer's safety as well as your pets, Splash Dog Groom & Spa has the right to refuse service in the event of a pet that cannot be handled safely. FOR OVERLY AGGRESSIVE OR OVERLY STRESSED PETS, SPLASH DOG GROOM & SPA WILL NOT BE ABLE TO MAINTAIN YOU AS A CLIENT.

SENIOR PETS AND PETS WITH HEALTH ISSUES

Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health problems. 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. Splash Dog Groom & Spa will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming.

FLEA/TICK INFESTATION/SALON SANITATION

Flea and tick infestation cannot be tolerated. Client is responsible for keeping their pet(s) flea and tick free. If a flea or tick is found on your pet, Splash Dog Groom & Spa will administer a flea and tick shampoo to eradicate the fleas in order to maintain salon sanitation. If Splash Dog Groom & Spa finds an infestation of fleas or ticks on a pet, an additional \$75.00 de-bug cleaning fee will be added in addition to the groom fee for this service. There may be side effects, including, but not limited allergic reactions, which may result from the manufacturer-recommended usage of said products, for which Client agrees that Splash Dog Groom & Spa will not be held responsible. Additionally, Client is also aware that any such treatments are not guaranteed to be one hundred percent (100%) effective.

PRE-EXISTING CONDITIONS

Occasionally, grooming can expose a hidden medical problem or irritate a current one. This can occur during or after grooming and may require immediate medical attention. In the best interest of your pet, Client designates Splash Dog Groom & Spa, as agent and understands that if Splash Dog Groom & Spa is unable to contact Client first, Splash Dog Groom & Spa in its sole discretion, may engage the services of a veterinarian at Client's expense.

PHOTOS

In the event Splash Dog Groom & Spa would like to take a "before and after photo" for the purpose of marketing services on company website, Client hereby consents by initialing _____.

Client affirms they are the rightful legal owner or care giver to the pet for which services are rendered.

I, the undersigned, understand and agree to the above-terms for the grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to hold harmless Splash Dog Groom & Spa from any and all damage, loss, or claims to pet, personal or real property. I acknowledge that the interpretation of this provision is to be read in the broadest sense possible and encompasses any real or perceived negligence and all acts performed reasonably within the scope of service by Splash Dog Groom & Spa, its agents, its employees or representatives. The terms, special services or handling shall include but are not limited to emergency veterinarian services in the event I am not available. I authorize Splash Dog Groom & Spa and/or agent thereof to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agree to pay all costs. Any and all damages, loss or claim shall include, but not be limited to death, injury, or shock. Said pre-existing conditions shall include, but not limited to advanced age, extreme nervousness, neuroses, illness, previous injury, skin or coat conditions, or medical conditions.

I, the undersigned, have read, understand and agree to the above-terms and my rights and obligations for grooming and maintenance as stated in the agreement for the services of pet grooming through Splash Dog Groom & Spa.

Client's Name (Print): _____ Date: _____

Client's Signature: _____



Relax, we bring the salon to you!