



DOG GROOMING AGREEMENT

Your Name: _____

Dogs Name: _____

Breed: _____ Age: _____

Your pet is very important to us; On Point Pet Resort would like to assure you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible. Safety comes first for everyone, people as well as pets, during the grooming process.

Grooming Deposit

All grooming appointments require a \$25 deposit to ensure that the groomer's time and schedule are kept in consideration. We will keep a card on file for deposits. This deposit is nonrefundable and will only be transferred if appointments are rescheduled at least 24 hours in advance. The deposit will go towards the service total except when booking an appointment less than 24 hours in advance, it will then be kept as a convenience fee. The deposit will also be kept if the pet is more than 15 minutes late to their appointment and the appointment may be rescheduled at the groomer's discretion.

Health or Medical Problems

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be assumed by the owner upon signing this contract/ agreement.

Accidents and Medical Emergencies

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quickening of nails, etc. 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 the groomer feels it is serious, and the owner is not on-site, first aid protocol will be followed to the best of our ability, the owner will be contacted, and the emergency plan will be followed. This release allows On Point Pet Resort to follow first aid treatment and contact the vet on file in case of emergencies. All veterinarian costs and expenses will be the responsibility of the pet's owner.

Current Vaccinations

All pets are required to have a hard copy of up-to-date vaccination records at the time of the appointment. Any new puppy clients being serviced in our salon must be up to date on all puppy vaccinations and an additional waiver must be signed for any vaccinations missing due to the pet's age. Adult/senior dogs must be current on Rabies, Bordetella, Distemper, and Canine Influenza. If a health condition prevents a pet from receiving any or all vaccines a written statement from the vet must be provided and appointment must be approved by the owner or manager on shift.

Dangerous or Aggressive Animals-Refusal of Services

On Point Pet Resort has the right to refuse any services at any time. If your pet is too stressed or becomes dangerous to groom, On Point Pet Resort has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee (for what was done up until that point). If your pet bites any staff at On Point Pet Resort the \$25 deposit will not be deducted from the final cost and will be kept to cover possible expenses.

Use of Muzzles

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed pet, allowing the grooming process to continue. If a pet still acts in a way that is dangerous, On Point Pet Resort has the right to stop grooming services at any time and a service fee will be collected. We do NOT muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

Matted Coats

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. On Point Pet Resort will not cause serious or additional and excessive stress to your pet by de matting. Mats can be very difficult to remove and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to grow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 6-8 weeks. **If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk.** There will be an additional charge for this process: it is time consuming and causes extra wear and tear on grooming equipment. The additional charge will cover the cost of additional work hours, equipment maintenance, and cleaning of the facilities used as we want to ensure appropriate time and care is given to your pet in this circumstance.

Cancellations/No call, No Show

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any salon cancellations and rescheduled appointments are made at least 24 business hours in advance. The \$25 deposit will not be refunded if the appointment is canceled or rescheduled less than 24 hours prior to the appointment. No call no shows will be charged 50% of the service total.

Satisfaction

Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick-up your pet from his/her appointment. No refunds are offered on grooms. Prior to your appointment being scheduled or the service being completed an invoice estimate can be given upon request. This is only an estimate as additional fees can result due to matting or aggression from the pet. Communication between the client and groomer prior to the appointment helps ensure satisfaction. If inspiration pictures are not provided to the groomer prior to the service the description given by the client will be honored to the best of the groomer's ability, however pictures are strongly recommended as they give the groomer a complete visual representation of the service expected.

Photographs/social media

This release authorizes On Point Pet Resort to take photos of your pet for client file and for company website and social media pages. All photos taken are the property of On Point Pet Resort, however you are free to share them.

By signing below, I acknowledge that I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the cat(s) or dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting On Point Pet Resort to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the above.

Signature: _____

Date: _____