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# GROOMING MARVELLOUS

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## CLIENT TERMS, CONDITIONS AND CONSENT FORM

### Canine Client

Name D.O.B  
Breed  
Colour  
Spayed or Neutered Yes / No Female / Male  
Is your dog fully Vaccinated Yes / No  
Last Groom Date

### Owner & Emergency Contact Info

Name  
Address

Mobile Phone  
Email Address

Emergency Contact  
1<sup>st</sup> Name Phone  
2<sup>nd</sup> Name Phone

Is your dog on any medications? Do they have any special needs/ health problems/allergies?  
Please describe at the **end** of this form if Yes to any of the above.

**If this changes it must be added to this form later.**

### Vet Practice Name and Address

### Time Keeping

Please be punctual, I work by appointment only; the appointment slot allocated for your pet's groom has been booked at your request exclusively. There will be an extra charge for the late pick up of dogs that are over the 15 minute change over time. We can not accept the next dog until the previous dog has left the salon. I also offer a free appointment reminder; by text or phone. Just tell me your preference.

I respectfully request 48 hours' notice if you need to cancel your pet's appointment. The slot can then be resold.

### Deposits

A non-refundable deposit of £25 per dog will be levied to secure an appointment slot. Payable to; Grooming Marvellous Ltd

04-00-75

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Your appointment is not secured until the deposit has been received. Upon completion of the groom this amount will be discounted from the final groom price.

### No-Shows & Late Cancellations (Of Less 48hrs Notice)

The deposit fee will be taken as payment in the case of late cancellation of less than 48hours. For a no-show the full price of the groom slot booked will be required. I do not double book appointments; a no-show is lost income. If you would like to re-book, a non-refundable deposit of the starting price of the groom will be levied to secure a new appointment slot. If you incur any of the above-mentioned fees, they are payable in full before booking your pet's next appointment.

### Veterinarian Liabilities and Care

I agree to allow Grooming Marvellous to obtain medical treatment for my dog, if it appears that he/she is ill, injured or exhibits any other behaviour that would reasonably suggest that my Dog may need medical treatment. This would be a Veterinarian Practice suitable at the time of need. **I (pet owner) AGREE THAT I AM FULLY RESPONSIBLE FOR THE COST OF ANY SUCH MEDICAL TREATMENT AND FOR THE COST OF ANY TRANSPORTATION FOR THE PURPOSES OF SUCH TREATMENT, PROVIDED TO MY DOG.**

### Health / Medical Problems & Senior Pets

Some medical conditions can make grooming stressful on pets.

**Please Inform The Groomer If Your Pet Has Been Diagnosed With A Heart Problem, Arthritis, Back or Neck Problems or Any Other Serious Medical Condition.** Every attempt will be made to minimise the stress which could exacerbate a pre-existing problem. This may mean altering some standard procedures such as not using a heated dryer or expecting the pet to stand still for extended periods. Unfortunately, this could change the final grooming appearance. If the pet becomes excessively stressed or shows signs of medical compromise the groomer will stop, and you will be contacted about the best way to proceed.

### Aggressive Pets

Owners **MUST** inform us, if your dog bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. In some cases, use of a muzzle may be necessary, this will not harm your pet, and protects both the pet and the groomer.

Failure to disclose this information may result in refusal of further services. We reserve the right to refuse/stop services for such pets at any time before or during the grooming process.

## Matted Pets

Pets with matted coats need extra attention during the grooming session. Mats left in pets coats only grow tighter, and can strangle the pet's skin, even eventually tear it open. We do not want to cause undue stress to your pet and will not continually de-mat your pet for you. Mats are difficult to remove and may require your pet to be shaved. Any humane dematting will be undertaken solely at my discretion, in compliance with The Animal Welfare Act 2006 (clause 5 - Animals are to be protected from pain, injury and suffering). De-matting during a routine groom is limited to a maximum of 15 minutes and is only possible if the matting is minimal. For severely matted coats where de-matting isn't possible, the only humane way to deal with this will be to completely shave off the coat.

It is not uncommon for underlying skin problems to present once mats are shaved off including parasites (fleas/ticks, infections (yeast/bacteria) or wounds. The groomer will contact you with any such findings.

If fleas or ticks are found on your pet during the grooming process, your pet will be treated with a Flea and Tick Shampoo to kill the parasites and you will be charged an additional fee. Ticks found will be removed for an additional charge. If ticks are found we strongly suggest you take your dog to be checked by your Vet, even have your pet tested for Lyme disease. Please note that parasites are a health hazard to your pets as well as to humans.

## Pricing

Starting prices are for pets:

- That are used to being professionally groomed on a regular schedule (a MINIMUM 6 times per year depending on breed)
- Whose coats are well maintained between professional grooms (kept tangle, knot & matt free by regular brushing or combing)

You can reasonably expect to pay more than the starting price for:

- Matted, poorly maintained &/or overgrown coats
- Pets which are difficult to manage or uncooperative during grooming
- Overweight pets or oversized for the breed standard
- Timid, anxious or nervous pets, which require frequent breaks & may need special handling.

**These cost more time, labour &/or product. The costs are passed on to you.**

If I am unable to complete a groom due to behavioural problems or aggression you will be charged the starting price of the groom. All costs are payable in full at the time you collect your pet.

## Double coated Breeds

Shaving a double coated breed can result in slow regrowth or occasionally failure of the coat to regrow at all. This has nothing to do with the method of grooming but rather the growth pattern of these types of coats. In some cases, the coat regrows but the colour and texture may be different. This is an inherent risk of shaving these types of dogs and should be seriously considered prior to proceeding with the shaving. Shaving down heavy coated dogs does not offer relief from heat, it makes them less able to regulate their body temperature. If shedding is the concern other methods could be used.

## 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, scratches, quickening of the nails etc. In most cases this can happen when a pet is wriggling or moving around. Every effort will be made to ensure your pet is groomed as safely as possible; however, some pets may have reactions to grooming products or procedures such as shaving, ear plucking etc.

### Dog Photos and Video release

I agree to allow Grooming Marvellous, its owners, employees, directors and agents to use my dog's name and any images or likeness of my dog taken while he/she is at the grooming salon, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials. This includes the right of CCTV and its usage. I agree that this provision shall be binding on me and all my successors, heirs, legal representatives and assigns.

### Personal Property

I agree Grooming Marvellous shall not be responsible or liable for any lost, stolen or damaged personal property belonging to either my dog or me. I also understand and agree that my dog's collar may be removed in the grooming area to prevent any injury to any dog.

I, the undersigned, hereby acknowledge and agree that all the information provided in this Grooming and Consent Form is complete and accurate to the best of my knowledge. I further acknowledge and agree I have read, understand and agree to all terms and conditions contained in the Grooming Policies, Procedures, and Release, Waiver of Liability, Assumption of Risk and Indemnification Agreement (the "Agreement"), as they may be amended from time to time, which are attached and fully incorporated in to this application by reference. I hereby execute the Agreement for my dog, myself and my heirs, successors, representatives and assigns. I further attest that if I am not the sole owner or representative of the dog subject to this application that my signature is sufficient to enter into this Agreement for and on behalf of any other owner or representative.

By signing below, you indicate that you understand and agree to our terms of service. You also agree that you release Grooming Marvellous, its owners, employees and affiliates from all liabilities, expenses, damages and costs resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward

This agreement covers the duration from the date of signature to date.

Signed

Name

Date

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Please List Any Medications/Any Special Needs/Health Problems Here: