



La Pooch Groom Spa Customer Agreement

The well being of your pet is La Pooch Groom Spa's #1 priority!

You have our commitment that the grooming experience will be as enjoyable and compassionate as caninely possible...an invigorating hydrotherapy message bath, a refreshing ear cleansing, relaxing music, pleasing scents, and the undivided attention of devoted dog loving professionals.

In other words - your pet will be treated like gold!

Current Vaccinations/Veterinarian Information: By signing this contract, owners verify their pets are current on Rabies, Distemper and Parvo-Virus. Proof of Vaccination or current Titer testing shall be provided to La Pooch Groom Spa as well as current Veterinarian information. Special circumstances will be taken into consideration.

Safety regarding Aggressive or Dangerous Pets: Owners MUST inform La Pooch Groom Spa if your pet(s) bite(s), has bitten, or is overly aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. La Pooch Groom Spa reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge. If the pet should bite, the owner is responsible for any and all related medical bills, recovery costs, loss of income and equipment damage. If proof of the pets current Rabies Vaccination has not been provided to La Pooch Groom Spa, or verified by a Veterinarian, the pet will be impounded by Animal Control for the required quarantine period.

Health or Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. 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. In the best interest of your animal this contract/agreement will give La Pooch Groom Spa permission to obtain immediate veterinary treatment for your animal should it become necessary. Your pet will be taken to your authorized veterinarian or to the nearest veterinarian available. It is agreed that all medical expenses for veterinary care will be covered by the pet's owner upon signing this contract/agreement.

Mat Removal: Pets with matted coats need extra attention during their grooming experience. Mats left in a pets coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Mat removal is the most humane choice for the pet. La Pooch Groom Spa does not wish to cause serious or undue stress to your pet, it best to have your pet groomed regularly in order to keep mattes under control. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that exist 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 re-grow. Shaved pets are also prone to sunburn and should either have sunscreen 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. Removal of loose mats and tangles in an effort to save the coat may result in additional charges.

Puppy's first Haircut: The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. The grooming process may take more than one visit as steps are added where additional charges may apply. Owners can help their pets accept the grooming experience by regularly massaging pet's paws as well as brushing their coats. Frequent handling of the paws can help pets better accept nail clipping or trimming around the feet. Puppies should have completed all vaccinations prior to their first groom.

Accidents: There is always a possibility an accident may occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems could include cuts, nicks, scratches, quicking of nails, etc. 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, and an excited pet can be dangerous to continue to work on. If you insist on talking to your pet, we reserve the right to end the grooming session, even if the groom is not completed. In any event, the full grooming price will be charged.

Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on your part is needed before your grooming appointment. Flea infestations can lead to tapeworm. Please see your veterinarian about available effective products. La Pooch Groom Spa uses no pesticides on your pet. If fleas or ticks are found during the grooming process, your pet will be treated with an appropriate product at an additional charge. Ticks we find will be removed for an additional charge, and we strongly suggest you have your pet tested for Lyme disease. Please note that parasites are a health hazard to the pet as well as to humans. Lets all work together to prevent spreading fleas to other clients.

Hold Harmless Agreement: By signing below, you agree to hold La Pooch Groom Spa, it's owners, operators, employees, officers and directors, harmless from any damage, loss, or claims arising from any condition of the undersigned pet, either known or unknown to La Pooch Groom Spa. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite prior Customer Agreements.

Late Pick-Ups: Please be on time for your pet(s) pick-up. We work by Appointment and do not have the staff or facilities for your pet to stay after the groom has been completed unless prior arrangements are made. Any Grooming clients here over 5 hours will admitted into Day Care and Day Care charges will be applied. Boarding services are available for an additional charge. If your dog is not picked up by closing, (we work by appointment and close when the last dog is groomed), kennel charges will be applied.

No-Shows, Cancellations: No shows, last minute cancellations (less than 24 hours notice) or continual re-scheduling is subject to a \$20.00 Fee per pet, which will be added to your next invoice. In addition, Pre-Payment may be required before the next appointment is booked. We understand there may be emergency situations and will work with you in that case, but not on a continued bases. Please be respectful of our time as other pets could have taken your appointment time.

Returned Check Policy: Checks that are returned due to insufficient funds are subject to a \$30.00 service fee. Future appointments must be paid in Cash.

We accept: Cash, Check, ~~Debt, MasterCard & Visa. (A 5% surcharge will apply to all Credit Card payments)~~

I have read and agree to the policies of La Pooch Groom Spa (A division of Claws Paws & Hoofs), revised June 1, 2005, and have received a copy for my records.

Pet Owners Signature _____ Date _____

Pet's Name: _____ Breed _____ Birth Date _____

Note: This form will automatically apply to any and all additional pets acquired by above Pet Owner.

Name _____

Address _____

City, State, Zip: _____

Home Phone _____ Cell _____

E-Mail _____

Veterinarian _____

Are Shots All Current? _____

Does your pet Bite? _____ Are your pets house broken? _____

Does your pet have medical problems, IE seizures? _____

How often is your pet groomed? _____

Where has your pet been groomed recently? _____

Is your pet on Flea Prevention? _____ Type _____

Can your pet have treats? _____

Pick-up / Delivery Services Needed? _____

How did you hear about us? _____

Special Notes _____
