

Pet Stylista

Grooming Service Agreement & Release Form

We love our pets and want you to know we will care for your pet as we would our own. Grooming can be stressful both for you and your pet. Our physical environment and policies are designed to create a relaxing spa environment to make your pet's experience as pleasant as possible. We provide a high level of customer service which includes a slower paced grooming, reporting on your pet's health and fewer dogs in the salon at any one time. We use products made with natural ingredients and fragrances.

We make every effort to keep to our estimated time and we text you updates if there are delays on our end. We are happy to accommodate your schedule if you need to bring your dog early or pick up later; We ask that you communicate this to us in advance so we can plan accordingly.

Prompt **drop off & pickup** are essential to providing this relaxing environment.

More than 10 minutes late we will need to reschedule the appointment. It is hard on the pet & salon when they here long periods of time. **After 4 hours a \$20 daycare fee** will be added.

Confirmations 3 days before appointment a computer generated text will be sent to primary account mobile phone asking for a reply with a C to confirm which we ask you do asap. The computer will not understand any other message therefore *changes need to be texted or called in to 916 266 1835*. Failure to do so could result in your appointment given away and you will be subject to or cancelation policy.

Cancelation Policy We understand things happen and will do everything we can to help you make your appt, with early drop off, late pick up etc. Our livelihood depends on a full schedule. When we turn customers away & you don't show or cancel short notice it costs us. So when unexpected conflicts arise we ask that you do everything you can to make your appointment, i.e. ask family or neighbors for help.

• *Within a year time the **first** cancellation without 24 hour notice, you get a free pass. **Thereafter a nonrefundable rebooking fee equal to the groom fee** will be required when the next appointment is scheduled.*

Groom Service includes: Nail clip & buff; cleaning ears; brush coat removing minor knots; trim sanitary & pads; bath w/ natural shampoo for your pet's skin & coat, muzzle facial & dental treatment; dry; Haircut, Bath Plus or Shed-less brushing service.

Risks do exist: As professional groomers we take precautions to prevent injuries.

- Medical conditions can be exposed or aggravated during or after grooming, including ear infections.
- Nail trims can cause quicks to bleed.
- Razor burn can occur on sensitive skin.
- Nature of pets is to move & jerk therefore clipper and scissor nicks & cuts can occur.

Should something happen while in our care it is our policy to let you know at pick up. If needed, we will call you to collect your pet. If the condition is life threatening, we will transport them the closest open veterinary clinic.

Your pet's health is our priority when deciding to brush or shave out matts. Lengthy brushing due to matted/tangled coats are painful for our pet. Severely matted coats have a *higher risk for clipper injuries & skin irritations*. **These services may require added fee \$10-20.**

Parasites Pets w/ fleas will be bathed in an all natural "Flea Shampoo" for an **additional fee of \$10.**

Special handling fee of \$10 will be added for high risk behaviors such as thrashing, biting, etc.

With your signature you acknowledge you have been made aware of and agree to conditions stated above not hold Pet Stylista or Groomer responsible for accident or injury to your pet while in our care.

Signature: _____ Date: _____