



www.thepoochpatio.com

Groom/Bath Client Information and Contract

OWNER INFORMATION

OWNER's Last Name: _____ First Name: _____

Spouse/Partner: _____

Address: _____

City _____ State: _____ Zip _____ **E-mail** _____

Home # (____) _____ Work # (____) _____ Cell #: (____) _____

ANIMAL INFORMATION

DOG's Name _____

Birth Date: ___/___/___ Weight: _____ lbs.

Breed: _____ Gender: Male Female Color: _____

SPAYED (females) or NEUTERED (males): Not Altered:

DOG's Name _____

Birth Date: ___/___/___ Weight: _____ lbs.

Breed: _____ Gender: Male Female Color: _____

SPAYED (females) or NEUTERED (males): Not Altered:

ALTERNATE CONTACT INFORMATION

Name: _____ Relationship: _____

Home # (____) _____ Work # (____) _____ Cell #: (____) _____

Persons Authorized to Drop off and/or Pick-Up my dog(s): _____

VETERINARY INFORMATION

Clinic Name: _____ Clinic Phone # (____) _____

How did you hear about The Pooch Patio?:

Google Yahoo! D Magazi Existing ent Bing Other: _____

Dog's Name: _____ Client's Last Name: _____

As the owner of the above- referenced dog, I have read and agree to the following grooming liability agreement:

- 1) The Pooch Patio, L.L.C. has agreed to groom my pet and I have provided detailed instructions to them. Groom fees have been quoted to me up- front based upon the visual coat and skin condition, breed and size of my pet. Additional fees will apply for extra thick coats, large breed dogs, and hand scissoring when leaving more than 1" of hair.
- 2) As the owner of this pet, I acknowledge that the animal is in good health, has no apparent communicable diseases or parasites and I have provided the most current vaccination record to the facility. I understand The Pooch Patio, L.L.C., its employees, officers, directors, and caregivers will exercise due care to protect the health and safety of my dog while in their care. I do not hold them liable for any communicable diseases that my pet may become susceptible as a result of being on our premise.
- 3) The "top dog" groom price is based upon weight of my pet and inclusive of a cleansing shampoo, coat conditioning treatment, grooming, nail clipping, anal gland expression, sanitary trim, ear cleaning, eye cleaning, spray cologne, and a bandana. Deducting one or more services does not change the price of the groom. Additional fees will apply for a specialty shampoo, conditioner, cologne, teeth brushing, dremmeling and bows. If fleas or ticks are found on my pet during their stay, they will be treated at the owner's expense.
- 4) Plucking Ear Hair/Hemostat Ear Hair: Service is included in the "top dog" groom for all breeds that grow excessive hair in their ears. The Pooch Patio is not responsible for any irritation or ear infection that develop following the removal of ear hair. Clients need to monitor their dogs ears and keep them dry and clean following the removal of ear hair.
- 5) Should my pet have matting, the groomer will advise of the severity and whether they can be brushed out. If this is an option, an additional fee of \$15 per 15 min will be added to my grooming fee. If the matting is too severe and not recommended, the groomer will get verbal authorization prior to the dog getting on the groom table to shave down my pet's coat completely with clippers. Heavily pelted coats, requiring shave down, will have an added fee based on the weight of the dog. We are not responsible for agitated skin due to hair matting, "pink skin" due to sensitivity, welts, or clipper abrasions as a result of having to shave the hair down to the skin leaving 1/8" or less.
- 6) Re- grooms: Should I be unhappy with the grooming for *any* reason, I will contact the facility within 24 hrs (twenty-four hours) to advise of any issues. We will offer to re-groom your pet within 3 business days from the date of my original visit. Re-grooms will be performed by the same groomer only. No refunds will be offered for grooming services. Should I fail to advise of any grooming concerns or problems within the above timeframe, The Pooch Patio will not offer a re- groom or any medical care compensation should that have been necessary under any circumstances. All re- grooms will be for grooming only and bathing is not included. Should I wish to have my dog re- bathed; it will be at our rates.
- 7) Injuries: Our experienced, professional groomers use extreme care to groom all dogs in a safe, humane and professional manner. There is a chance that your dog or cat can sustain an injury while on the table which includes but is not limited to: a nick, cut, mark, or razor burn from the scissors or clippers. (Clean face and clean feet can cause irritation until the dogs skin becomes accustomed to this short cut. The client is responsible for any irritation that occurs.) In some instances, it may be necessary to muzzle or humanely restrain your dog in order to perform a particular service. Should my pet(s) become unmanageable on the table or in the tub, try to deliberately bite our groomer or bather with the intent to cause injury, I understand that I will be called to collect my (pet) s and I will only be accountable to pay fees for services performed. A \$25 Muzzle/Handling fee will be charged for dogs that deliberately try to bite the groomer or are unmanageable without the muzzle. Depending on the circumstances, it is our prerogative to decline further services. Our groomer will always advise owners of any known injuries caused while in our care, but should any be found after pickup, I will contact the facility within 24 hrs. (twenty-four hours) to report them to the facility and discuss amicably any treatment necessary.
- 8) Skin Conditions: Should my dog have any visual hot spots, dermatitis, minor skin irritations, or open wounds upon arrival, The Pooch Patio will advise of treatments necessary prior to the grooming. Should my dog be found to have fleas, The Pooch Patio will use a Flea/Tick Citrolux shampoo which will be added to your groom price. We will also recommend a flea/tick topical.
- 9) Payment is due at the time services are rendered and I acknowledge that my dog(s) will not be released to me until all charges are paid in full. Should my dog not be picked up by the end of business day, my dog will be boarded at the rate of \$40 per night.

This contract will remain on file and will apply for all grooming needs at any time. I hereby agree to the foregoing as owner of the pet.

(Print) Owner's Name: _____

(Signature) Owner's Name: _____ Date: _____