

Pawsitively Pet Groomers

We are thrilled to be adding you to the Pawsitively Pet Groomers' roster!

Pawsitively Pet Groomers requires that your dogs have completed their puppy vaccines. Beyond that clients understand it is their responsibility to make informed decisions regarding their pets vaccinations and flea and tick preventative.

We will do our best to ensure your pet has a safe, stress free, and positive stay with us. In the event your pet becomes stressed the groom may be stopped, as your pet's safety comes first. Client's consent to the use of safety equipment to protect both the animal and the staff (e.g muzzle, air muzzle, e-collar, safety tether, etc).

Please advise Pawsitively Pet Groomers prior to the groom of any health/ behavioral issues your pet has including but not limited to: allergies, skin sensitivities, sensitive areas, etc. Sometimes during grooming new or existing conditions arise and you agree to not hold Pawsitively Pet Groomers liable.

If fleas are found before the bath begins you will be contacted to remove your pet from the shop. If fleas are found during grooming your pet will be bathed in a flea/ tick shampoo. Pawsitively Pet Groomers will contact you regarding this find and advise you on next steps. Pawsitively Pet Groomers charges a \$30 flea fee to cover flea shampoo as well as spraying the shop to prevent cross over to other clients. If you suspect your pet has fleas, please notify us before your appointment so we can reschedule you.

Please be advised, grooming a matted animal comes with its own risks. Removing a matted coat requires a lot of skill, time, and patience from both the groomer and the pet being worked on. Chance of injury is much higher during a matted shave down. Matting pulls on the dogs skin and can sometimes cause any of the following: bruising, cuts, irritation, hematomas, licking, chewing, hiding or other behaviour issues. It can also reveal hidden problems including but not limited to fleas, ticks, maggots, hot spots, bacterial infections, fungal infections etc. These issues are not caused from the grooming process, but from the coat being allowed to get matted. Proper brushing at home and regular grooming is the only way to prevent matting. If you have questions regarding brushing tools and/or technique we are happy to help. Pawsitively Pet Groomers holds no responsibility for the cause and/or revelation of the aforementioned issues related to a matted coat.

Pawsitively Pet Groomers reserves the right to alter or terminate any groom if determined it's in your pets' best interest, or if your pet becomes aggressive. The client understands that Pawsitively Pet Groomers reserves the right to refuse service to any pet at any time for any reason. Price quotes are subject to change based on size, coat condition, and behaviour. Full payment is required by the end of the business day your appointment is on (4:30 pm EST). Payment methods accepted are: cash or etransfer. Please note if you are consistently late in sending etransfers, Pawsitively Pet Groomers reserves the right to only offer cash based services. Pricing can vary each appointment due to coat condition, complexity of haircut, and dog behaviour. Pawsitively Pet Groomers will make every effort to ensure your pet is safe, but you do understand that accidents happen and sometimes nicks, cuts, burns, irritation etc. occur. In the event of an accident, you will be notified, and you agree to not hold Pawsitively Pet Groomers liable financially or otherwise for an accident.

Please Initial page: _____

Pawsitively Pet Groomers wants to ensure our clients are happy with our services and strongly suggest you look over your pet at time of pickup. At this time if you would like changes made Pawsitively Pet Groomers will do so within reason at no extra charge. Once your pet returns home any return visits are treated as a new appt and will be charged as such.

Please Initial the following:

- Dogs are to come in properly fitted collars/harnesses with a standard flat leash (no flexi leads, etc) All cats are to come in an appropriately sized travel crate. Clients take full responsibility if their animal is not in properly fit gear. _____
- If you are more than 15 minutes late for your scheduled appointment, we may need to reschedule, and you may be charged a late/missed appointment fee. _____
 - Pawsitively Pet Groomers requires you to be prompt for drop offs and pickups, unless discussed prior to the appt. If you are late picking up your pet beyond our business hours (8:00-4:30) you will be charged \$10/15 min. _____
- If you "no show" (miss an appointment without cancelling) you will be charged 100 % of the services booked as its entirely lost wages on our part, which would need to be paid prior to rescheduling. Continuous no shows may result in you being asked to pay a non-refundable non-transferable deposit for future appts. _____
- Pawsitively Pet Groomers is not responsible for unknown preexisting conditions of all types, such as but not limited to moles or cysts. So, on occasion, they may be nicked during the grooming session. _____
- Pawsitively Pet Groomers has the client's permission to shave their pet should the groomer deem the coat too matted to humanely brush out. The client recognizes this may raise their bill due to extra time needs as well as wear and tear on the grooming equipment. The client also releases Pawsitively Pet Groomers and staff from any liability financial or otherwise should the matt removal cause and/or reveal any injury, infection, infestation, irritation, etc. _____

Client releases Pawsitively Pet Groomers and employees from any and all liabilities, financial and otherwise, for injuries to clients, client's pets or any property of the client, which arise in any way from services and or products provided by or as a consequence of client's association with Pawsitively Pet Groomers, including but not limited to veterinarian bills.

I the undersigned, have read, understand, and agree to the terms and my rights and obligations for the grooming services of Pawsitively Pet Groomers. This disclaimer will be used for today's service and for any services going forward.

Date:

Owner name and signature:

Contact numbers:

Pet name/ breed:

Health/behavior issues: