



This is our standard policies form - each customer is asked to sign a copy at their first grooming appointment. If you have any questions or concerns, please let us know.

1. Veterinary Care

Your pet's comfort and safety are our first priorities. We make every effort to ensure your pet's grooming is pleasant and safe, however, if your pet becomes ill or is hurt and the services of a veterinarian are required, you hereby give us permission to obtain treatment if you are not available to do so, and you agree to pay such expenses.

2. Safety

Safety comes first for everyone during the grooming process - people as well as pets. You must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. We will stop the grooming process if we feel your pet's behavior is compromising his safety or ours. Pro-rated charges may apply.

3. Senior Pets & Pets with Health Problems

Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health problems, and can expose hidden medical conditions or aggravate existing ones during or after the grooming. Senior pets and pets with health problems have a greater chance of injury; therefore, these pets will be groomed for cleanliness and comfort in styles that will not add to their stress. If minor accident or injury to your elderly or health-compromised pet occurs during their grooming, you will not hold City Pooch responsible.

4. Mat Removal

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 sun screen 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. As the owner, you are responsible for the condition of your pet's coat and will not hold City Pooch responsible in the event of adverse effects of mat removal. **Also realizing that matted pets have a greater risk of injury during grooming, I will not hold City Pooch responsible for any accident or injury to my pet.**

5. Complaints and Cancellations

If City Pooch ever fails to meet your pet's grooming expectations, you have 48 hours to call us to schedule an appointment to correct whatever issue you might have. In the event that we cannot correct the issue, a partial refund will be given. In the event that you cannot keep your appointment, please call us 24 hours in advance so we may fill your spot. Failure to call in advance may result in a charge of \$25 which must be paid prior to your next appointment.

I have read and agree to the policies outlined in this document.

Pet Owner's Last Name: _____ First Name(s): _____

Pet Owner's Signature: _____ Date: _____

Address: _____ City _____ State _____ Zip Code _____

Home Phone: _____ Cell Phone: _____

Pet's Name: _____ Health or Skin Condition: _____

Breed: _____ Color: _____ Age: _____ Sex: _____

Pet's Regular Veterinarian _____ Phone #: _____

How did you hear about us _____

E-mail _____ (we send discounts and announcements via e-mail)