

The Devoted Paw Grooming Release Form

Owner's Name: _____

Owner's Phone Number(s): _____

Owner's Address: _____

Owner's Email: _____

Owner's Availability and/or LatchKey Instructions: _____

Media Release

Does The Devoted Paw have your permission to take photos of your pet for their client file and for our business website and/or social media? _____

Estimates, Payments & Pricing Variances

Our estimates are determined by the breed, size, and description of your pet. Your initial quote then factors in the average time it takes for our team to complete a groom on a pet of a similar breed and size. We strive to customize each grooming experience to meet your pet's individual needs, and thus, additional charges may be included based on any extra care your pet requires. Expect the cost of your first appointment to be greater than subsequent appointments due to the intake process and the additional time your pet may require to become comfortable with our team and the new process. Examples of additional fees may include excessive de-matting, de-shedding, haircuts, and strategies we implement to support behavior or safety. Keeping your pet on a grooming maintenance schedule based on their unique grooming needs will help prevent additional charges from occurring. The Devoted Paw accepts cash, check or debit/credit. Electronic invoices can be made available for online transactions upon request. Payments made by cash or checks are due immediately;

electronic invoices are due within 24 hours of the invoice being sent. Late fees can occur when invoices are not paid in a timely manner. Checks should be made out to *The Devoted Paw*. Checks that are returned for insufficient funds will result in a returned check fee of \$50.00 being added to the payment due.

Pet Owner Initials: _____

Health or Medical Problems

Sometimes grooming can expose previously unknown health issues or aggravate an issue that is already present. This can occur during or after grooming. Please make sure to update your grooming team on any present or past health or medical issues. All medical expenses for veterinary care will be covered by the pet owner upon signing this contract.

Pet Owner Initials: _____

Accidents

Although every effort will be taken to ensure safety while grooming your pet, sometimes accidents do happen. Accidents are very rare, but when dealing with animals and sharp objects, sometimes cuts, nicks, scratches, or the quicking of a nail can happen. In the unlikely event that an accident does occur, you will be notified of the accident in detail and a plan of action will be discussed with the pet owner.

Pet Owner Initials: _____

Veterinarian Authorization/ Medical Emergency

This release gives The Devoted Paw full authorization to seek medical treatment from the nearest vet clinic in the case of any medical emergencies while in the care of The Devoted Paw if I, the owner, is unable to be reached.

Pet Owner Initials: _____

I authorize The Devoted Paw to use Life-Saving CPR treatment in the event an emergency arises.

Pet Owner Initials: _____

Vaccinations & Pest Prevention

In order for our services to be rendered, it is required that you keep your pet up to date on any and all vaccinations and any routine wellness care recommended by your trusted Veterinarian. In addition, it is **required by law** to keep your pet up to date on their **rabies vaccination**. We strive to provide a safe environment for both your pets and our staff. In the event a staff member is bitten before, during or after the grooming process, you must be able to produce an up to date record of your pet's rabies vaccination upon request. Any consequences that may arise during the process of our staff seeking medical care after a biting incident for are out of The Devoted Paw's control and thus, The Devoted Paw will not be held liable for any potential outcomes. It is your responsibility to keep your pet up to date on the flea and tick prevention recommended by your trusted Veterinarian. The Devoted Paw will not groom pets who have an active infestation. If your dog is not on prevention, it is the owner's responsibility to know whether the pet has fleas before services are rendered. If the groomer finds an infestation, the groom will be refused and the owner will be charged for work completed, including sanitization and pest treatment for the grooming environment. By signing this release, I understand the rabies requirement issued by the State of Kentucky and will not hold The Devoted Paw responsible if I fail to provide up to date documentation should an incident occur. I also understand that it is my responsibility to keep The Devoted Paw abreast of pertinent medical information, including any changes. Please initial below to indicate that you have read and understood The Devoted Paw's Pest Policy.

Pet Owner Initials: _____

Refusal of Services

The Devoted Paw maintains the right to refuse any services at any time. If your pet seems excessively anxious, has an active medical concern that requires treatment, or if our team feels as though it is too dangerous to proceed with the groom, The Devoted Paw has the right to refuse, stop, or cancel grooming services at any time before, during or after groom. The client will be charged appropriately for the services that were completed prior to decision to end the grooming session. The Devoted Paw also maintains the right to refuse future services if the groomer feels they are no longer a good fit for the pet's specific grooming needs or are unable to meet the owner's expectations.

Pet Owner Initials: _____

Appointment Policies

The Devoted Paw will follow a quarterly schedule, meaning we will be booking clients for three months in advance. Clients will be required to follow a maintenance schedule based on the individual needs of the pet. Maintenance scheduling will keep pets from becoming overdue and help prevent uncomfortable and unhealthy coat conditions. Seeing your pet regularly will also allow us to note any changes in the overall wellness of your pet that may arise and go potentially unnoticed. The Devoted Paw requires clients to notify us as soon as possible when you know you will need to reschedule an appointment. Any appointments that are canceled within 48 hours prior to their scheduled appointment time may be subject to a cancellation fee of up to 100% of the anticipated services to be rendered or lose the opportunity to have The Devoted Paw as a service. The Devoted Paw makes every effort to ensure that the health and safety of our client's is not put in jeopardy by coming to work sick; we ask our clients to extend the same courtesy to our team. If a suspected or diagnosed communicable illness is detected inside a household (cold, flu, COVID, etc.), please

communicate with us as soon as possible so that we may work to get your pet's appointment rescheduled quickly. We will not provide services to a household where a member is currently in quarantine or diagnosed with COVID-19 (or other communicable illness). Medical emergencies and illnesses within a household will not be subject to a cancellation fee if the client has made reasonable effort to communicate the situation in a timely manner.

Pet Owner Initials: _____

Appointment Times

Appointment times are scheduled with the understanding that we may arrive one hour before or one hour after the appointment time, with the exception of an 8AM appointment, which has an arrival window of 8AM to 9AM. For example, if your pet has an appointment time of 11AM, we may arrive between 10AM and 12PM. This allows us to provide our pets the grace needed to complete a groom with minimal stress. This window also factors in unpredictable traffic patterns and adverse road/weather conditions. If a client cannot commit to an arrival window, we also offer Latchkey (owner not home) services, if deemed appropriate for that particular pet. We will make every effort to arrive as close to the scheduled appointment time as possible and keep the client updated with an up to date estimated time of arrival.

Pet Owner Initials: _____

By signing below, I attest that I have read, understood, and agree to The Devoted Paw's aforementioned policies. It is my responsibility to remember and uphold the terms and agreements made between myself and The Devoted Paw, as indicated by signing this document. I agree to these terms today and for all future services unless I am notified otherwise. I hereby authorize this document as a signed contract, valid for future grooming services.

Pet Owners Full Name Signature: _____ **Date:** _____