



PAWS & CLAWS
BLDG 978 CRITTER PATHWAY
FORT IRWIN, CA 92310
(760) 380-7387



GROOMING AGREEMENT

Every client is required to read and sign this Grooming Agreement prior to any grooming services.

Client Information:

Sponsors Name: _____ Contact Number: _____

Spouse's Name: _____ Contact Number: _____

Client's Address: _____

City: _____ State: _____ Zip Code: _____

Emergency Contact: _____ Contact Number: _____

Please do not list yourself as emergency contact, list relative, friend or coworker that can be reached at all times and that can reach you in case of an emergency and have access to Fort Irwin.

Pet Information:

Pet's Name: _____ Breed: _____ Age: _____

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Pet's Name: _____ Breed: _____ Age: _____

Pet's Weight: _____ Pet Gender: M/F (circle one)

Spayed/Neutered: No/Yes (circle one)

Please Initial:

_____ I agree that my customer agreement, veterinary care instructions and emergency contacts are up to date, and no changes needed.

_____ I have informed staff of any health issues, allergies or physical restrictions for my pet

Services:

- Bath, Blow Dry and Brushing
- Full Groom Package
 - Includes haircut, bath, blow dry, brush, nail trim, ear cleaning, bandana
- De-Shed Package
 - Includes FURminator shampoo and conditioner, brushout after shampoo, blow dry and brush.
- Trim Package
 - Includes trim (sanitary area, grinch feet, etc), bath, blow dry, brush, nail trim and bandana
- Nail Trimming

- Earing Cleaning
- Teeth Cleaning

I, _____, the undersigned client, do hereby entrust my pet _____ to Paws & Claws, for the purpose of grooming my pet.

I agree to the following:

1. Your pet's safety is our top priority. We require a current copy of your pet's vaccination records (Rabies, DHPP, and Bordetella).
2. If it is necessary for the safety of your pet and the groomer/stylist, muzzles, elastic collars, slings, straps etc. will be humanely used. You must inform us if your pet bites or has ever bitten any person or other animal.
3. I am aware that if my pet does not respond to the groomer/stylist and remain still during the grooming procedure, accidents can happen such as nicks from clippers, scissors or toenail trimmers. If you arrive early to pick up your pet and they are still being groomed, please do NOT talk to them or allow him/her to see you! An excited pet can be dangerous to work on. We reserve the right to end the grooming session even if the groom is not completed and the full grooming price will be charged. For the pet to properly respond to the groom, it is essential that the pet be alone with the groomer/stylist and clients will not assist in the grooming unless requested to do so.
4. Client assumes all liabilities, financial and otherwise, for the behavior and health of their pet. Paws & Claws/the groomer will be held harmless from damages, loss or claims arising from any known or unknown pre-existing condition of the pet.
5. Paws & Claws understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort. Although these are routine procedures normally performed for the well-being of the pet, we will not continue with any grooming procedure that will cause pain, discomfort to the pet or harm to the groomer/stylist. Sometimes for a more sensitive dog, these procedures are best left to the care of a veterinarian.
6. Allowing a pet's coat to get matted is not only very uncomfortable but dangerous for your pet's health. The groomer/stylist will de-mat the pet (if possible) and there is an extra charge for dematting. Mats can be very difficult to remove, and your pet may receive a "shave down" to remove them. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis. If the client requests the mats be combed out, the groomer/stylist will not do so if it causes the pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems. I am aware that neglect of my pet's coat can be cause for problems after grooming/shave down such as clipper/brush irritation, itchiness, failure of hair to re-grow and make my pet prone to sunburn. I am also aware that shaving may expose pre-existing skin conditions.
7. Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer/stylist will perform the cuts to the best of his/her understanding of the client's directions and his/ her ability but no other guarantee is made.
8. Every effort will be made to keep our scheduled grooms running smoothly. A typical pet groom can be completed in 2 to 3 hours from the time of your appointment. If your pet has behavior issues or skin and coat problems, you may be looking at a longer period of time.
9. Our groomers/stylists are trained professionals. We reserve the right to alter or cease any groom in the event that our staff determines it is in your pet's best interest or your pet displays aggressive behavior. Client understands that Paws & Claws has the right to refuse service to the client's pet at any time for any reason.

10. We will use extra care and patience for older pets; however, we will not be held responsible for any reaction due to the mental or physical stress of grooming geriatric pets. If in our judgment, brushing or clipping is determined to cause too much stress to the pet, we will modify or terminate the haircut. Please be sure to notify us of any health conditions that might make your pet uncomfortable during the bathing, drying, or clipping phases. Any grooming which takes place on an elderly or frail pet is conducted at your risk.

I, the undersigned, have read, understand, and agree to the above terms for the grooming of my pet at Paws & Claws.

Client/Pet Guardian's Signature

Date