

Client Grooming Contract

Thank you for choosing Wigglebutt Grooming for your dog's needs! Please read this contract thoroughly and carefully. By signing this contract you are agreeing to all the terms herein.

Pets are accepted for grooming only under the following circumstances....

- The pet is fit and healthy, grooming which takes place on an elderly or infirm pet will be at the owner's risk. Grooming may expose pre-existing health/skin conditions for which Wigglebutt Grooming cannot be held liable. Grooming procedures can sometimes be stressful; especially for a senior pet or pet with health problems and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. Wigglebutt Grooming reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process. A Handling Fee may be charged in addition to the regular grooming charge if additional time or assistance is needed.
- In the event of an emergency, in your absence, you authorize Wigglebutt Grooming to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at your expense.
- **Payment** is to be made at the time of service. Payment can be cash or credit card. Our rates are based on the breed of the pet and duration of the groom. Nail cutting and ear cleaning are part of the service unless the process is too stressful for the pet or too dangerous for the groomer.
- **New Clients** require a non-refundable reservation fee at time of scheduling; this fee is applied towards the grooming services. If 2-business days notice is given to reschedule, the fee will be applied to the new appointment. If less than 2 business days notice is given or client fails to show, the fee is forfeited.
- **Business Day:** is defined as a normal working day where we are open and conducting business. Wednesday, Saturday, Sunday, holidays and scheduled closings (vacations/shut downs) do not constitute a business day. Our normal working days are Monday, Tuesday, Thursday & Friday starting at 8am unless otherwise scheduled noted.
- **Aggressive or Dangerous Pets:** Owners MUST inform Wigglebutt Grooming if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles or E-collar (cone of shame) may be used if necessary. Muzzling will not harm your pet and protects both the pet and the groomer. Wigglebutt Grooming reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and charge an Aggressive Dog Fee in addition to the regular grooming charge.
- **Mat Removal:** "De-matting" or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health/skin problems for which Wigglebutt Grooming cannot be held liable. Pets with matted coats need extra attentions during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Wigglebutt Grooming does not wish to cause serious or undue stress to your pet and will not continually de-mat your pet for you. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, 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 and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed 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 sunscreen-applied daily or should be kept out of the sun until the hair grown sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes due to the skin feeling 'nature' and or the blood flow returning to the previously pinched skin. Please prevent your pet from licking, rubbing and scratching, as they will self-injure. Prevention is the best defense against matting by scheduling regular grooming appointments. Mat removal incurs a cost of \$2.00/minute in addition to the grooming price. Wigglebutt Grooming reserves the right to stop/refuse services for such pet(s) at any time before or during the grooming process if the pet requires a surgical blade, often needed for pelted coats, or the pet's behavior makes it unsafe for the groomer to

continue and will refer to a veterinarian for a sedated groom. An Aggressive Pet and/or Handling Fee may be charged in addition to the regular grooming charge.

- **Accidents:** There is always the possibility an accident could occur. Grooming Equipment is sharp! Even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. We are more than happy to work with your pet to make grooming a comfortable experience, but we cannot do it alone. We need your help! We will provide advice and instruction (yes that's homework) and do expect progress along with following our recommended grooming schedule. Due to liability, we cannot work with a pet if the owner is unwilling to train it at home. Additionally, if you arrive to pick up your pet and it is still being groomed, please do not talk to it or allow it to see you. Please sit quietly or step outside for a few moments. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet, or the groomer, or if your pet is not behaving and we cannot get him to settle, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged. A Handling Fee may be charged in addition to the regular grooming charge if additional time or assistance is needed with dealing with an excited or difficult pet. Should an accident occur that needs medical attention, it is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract unless Wigglebutt Grooming assumes responsibility.
- **Vaccine Policy:** By law we do require a current rabies vaccine or current titer testing. We do highly recommend current Distemper, Parvovirus and Bordetella vaccines. Please bring in required proof of vaccines or have your veterinarian email them to us at wigglebuttgrooming@hotmail.com
- **Parasites and contagious diseases:** For the safety of our clients, we do not allow pets on the premises if they have any contagious diseases (i.e. kennel cough, ringworm) or parasites (i.e. fleas). If you suspect your dog has fleas or ticks, prompt and thorough action on your part is needed. Flea infestations can lead to tapeworm and other health problems. If you suspect your pet has fleas, you must tell us at the time you are booking an appointment. Your pet must be treated with Capstar a minimum of 6 hours before your appointment to ensure there are no live fleas on your pet when you enter our salon. If fleas or ticks are found during the grooming process, your pet will be treated with a flea bath to kill the parasites and you will be charged an additional fee of \$25.00. If we find your pet is infested, we will refuse services and charge for the appointment. If your pet has a contagious disease (kennel cough, ringworm, etc.), a release from your veterinarian must be provided in order to resume grooming appointments. If you use a flea collar (i.e. Seresto) they need to be removed prior to come into our salon, we will not be responsible for any breaking or being exposed to water.
- **Potty Policy:** Please make your best effort to potty your pets before your appointment. We have poop bags and a trash basket by the big oak tree. We like our neighbors and we want them to like us. If your pet hasn't done their business, let us know so we can walk them. While we understand accidents happen, it's much more difficult to clean up an accident in the kennels, especially if they have already started the grooming process.
- We do NOT offer internal anal gland expression, as a licensed veterinarian should perform this.
- **Satisfaction:** We strive to provide a great service. If we have failed you in any way. Please tell us right away. If a trim needs a tweak and we are notified within 24 hours, we will correct it the same week for no charge. Please do not wait until the next groom to advise of any issues, as the groomer may not remember. We promise to advise you of any injury that occurred under our care or if we find anything on your pet that we feel needs medical attention (i.e. growth, etc.)

1. Cancellations

We follow the Berkley & Charleston County public school closures as they pertain to in climate weather. We try to work as long as conditions are not dangerous. If you are unsure, please call us to confirm.

- We are proud to provide your pet the best grooming experience possible! As such, we ask for promptness and kept appointments. Short notice cancellations or no shows cause us to incur a

financial loss. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we had known in advance. We understand there may be emergency situations and will work with you, but not on a continued basis. We may not be the right grooming business for everyone and that's okay.

- Cancellation and rescheduling of an appointment, by the client, requires 2-business days notice to waive the FULL appointment fee.
- In the event of in climate weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 2 business day period.
- We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer.

2. No-Shows

It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.

- We reserve the right to charge the FULL grooming fee due to the loss of revenue caused by a "no-show". Please make every effort to call and cancel or reschedule when possible to avoid such situations.
- We reserve the right to refuse service to any pet or client for any reason.

3. After Hours Pickup

It is considered "after hours" if it passed closing.

- We reserve the right to charge a \$1 a minute for each minute you are late picking up your pet, up to 30 minutes. After thirty (30) minutes, it's plus an overnight charge of \$40 and the pet can be picked up the next business day.

Thank you for your understanding of how our salon operates and the need for these policies. We believe you and your pet will truly value and appreciate our services. We are dedicated to the health and happiness of your pet!

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold Wigglebutt Grooming, it's owners, operator, employees, officers, and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Wigglebutt Grooming. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all pets groomed.

I have read and agree to the policies of Wigglebutt Grooming.

Signature

Printed Name

Date