

LAST NAME: _____ CLIENT ID (Clinic Use Only): _____



CAMP SUNSET GROOMING CLIENT GROOMING AGREEMENT

Pets Displaying Inappropriate Behavior: Owners MUST inform Camp Sunset Grooming if your pet bites, has bitten, or displays inappropriate behavior towards people, other pets, or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both pet and the groomer. We reserve the right to refuse/stop services for such pets at any time before or during the grooming process, and charge Special handling Fee in addition to the regular grooming charge.

Health/Medical Problems & Senior Pets: 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.

Mat Removal: Pets with matted coats need extra attention 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. We do 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. 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 regrow. Shaved pets are also prone to sunburn. Prevention is the best defense against matting by scheduling regular grooming appointments. There will be an extra charge for mat removal. Pricing varies depending on how matted the pet is and the time spent removing them. Removing mats can expose pre-existing medical conditions such as rashes, infections or cuts. If during the grooming process the groomer feels your pet requires medical attention he/she will stop the groom and notify you.

External Parasites: If fleas or ticks are found during the grooming process, your pet will be treated with a natural product to kill the parasites and an additional charge will apply. Please note we will not use pesticide dips or sprays on your pet. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease. Please note that parasites are a health hazard to your pet as well as to humans.

Pick-Ups: Pets will be given an ESTIMATED time of completion upon drop off. Please understand that this is an estimation and for reasons beyond our control, circumstances may arise where grooming may be done early or may take longer than initially estimated. You will be called to pick up your pet immediately after grooming. Pets must be picked up within 2

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hours from the time of the phone call. If your pet is not picked up within the 2 hours, you will be charged a \$23 day boarding fee and your pet (dog) will be walked by our boarding staff.

No-Shows & Cancellations: No shows and any cancellations within 24 hours of the appointment time are subject to a \$20 FEE PER PET, which will be billed to you. We understand there may be emergency situations and will work with you, but not on a continued basis. 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. Note: Clients 10 minutes late are no longer guaranteed an appointment.

I have read and agreed to the policies of Camp Sunset Grooming

Initials: ____ I would like this contract to apply to all my pets.

Pet Name(s): _____

Print Name: _____ Phone #: _____

Signature: _____ Date: _____

Camp Sunset Grooming
1239 Western St
Fairfield, CA, 94533
707-422-6711