



## Dirty Dog and Cat Grooming Agreement

Owner Name: \_\_\_\_\_

Pets Name: \_\_\_\_\_

Date: \_\_\_\_\_

 **Pet Central Animal Hospital**

*Serving NE Minneapolis since 1973*

**Vaccinations:** To insure the protection of all the pets under our care, the following vaccinations **MUST** be proven up to date. If they are not, we will perform these today and charge accordingly.

○ Dogs:

- Rabies, Distemper, and Bordetella

○ Cats:

- Rabies and Distemper

**Extra Fees:** All price quotes are a base price. If you have any questions about extra fees or charges please inquire prior to the groom. Service can increase based on the following:

- Coat condition: If matting is present, there may be an extra charge.
- Special needs or accommodations
- Extra scissoring for longer haircuts or additional scissor work not in a typical groom.
- Behavior: If your pet is very wiggly or aggressive, there may be an extra charge.

If the groomer is not available to give you an accurate quote at drop off, please provide a phone number they can reach you at prior to the appointment.

### Medical Concerns:

- If the groomer notices anything that is abnormal with your pet that they think needs to be addressed by a doctor, the groom may be discontinued. We will call to get your approval prior to an exam being performed by a doctor. NOTE: A veterinary exam charge will be applied.
- If by chance your pet is accidentally hurt during the groom, your pet will be looked at by a doctor immediately for free.

### Pick up Time:

- The groomer will stay 20 mins after their final groom of the day, so if you would like to speak to the groomer at pick up, you will need to arrive accordingly.
- The clinic is open until 6:00pm M-F and until 4:00pm on Saturday. If you are unable to make it here before that time, your animal will be taken care of as if they were boarding and you will be charged boarding fees.

### No Shows/Late for Appointment:

- After 3 no shows, you will be required to pre-pay for grooming services at the time of appointment scheduling.
- You are considered late if you arrive 15 minutes after your appointment time. You will need to ask if the groomer is still able to groom your pet, but know they have the right to refuse due to scheduling. 3 lates will be considered a no show.

**Satisfaction:** We want you to be satisfied; however, a client's expectations may be different than the final product. PLEASE let us know right away if you are not satisfied, we may be able to fix the problem right away. If not, we will make specific notes for the next appointment. Your pet must be brought back within 3 days to fix problem for free.

\*\*\*If at any point your pet becomes too anxious or aggressive, the groomer will stop and call you to pick them up. Under the supervision or permission of a Veterinarian, we may be able to use a form of sedation to help ease your pet's anxiety.

Owner Signature: \_\_\_\_\_