Client Update, Contract, and Release Form

Thank you for choosing Shearly Unique Pet Grooming for your pet’s grooming needs. We want your pet’s experience to be as comfortable and stress-free as possible.

Matting:

Irregular grooming or lack of home maintenance, can result in matted fur and additional skin issues. Matted coats can cause a lack of circulation to the skin, resulting in a variety of skin and health conditions to include hot spots, sores, bacterial and fungal infections, as well as other skin-related issues. Removing matting exposes the skin to air and may result in your pet having irritated or red skin, a rash, or hot spots. These conditions are pre-existing and present underneath the matting and are now more evident following the grooming process. We will advise you of symptoms and home care. If symptoms persist, we recommend consulting your veterinarian.

Our policy when dematting your pet’s coat is to focus on comfort, safety, and minimizing stress. In more serious cases, we will need to shave your pet. Whether dematting or shaving, additional time may be needed to safely perform those tasks and will add to the total groom time and cost. We will provide our best estimate at time of drop-off. At pick up, we will set up a plan that best meets your lifestyle and pet’s needs.

Fleas:

If fleas or ticks are found on your pet during the grooming process, your pet will be bathed with a parasite-specific shampoo and the salon will be treated also. There will be an additional fee for this process and supplies.

Behavior:

Aggressive behavior or history of aggression or biting either during the grooming process or at any other time, must be reported to Shearly Unique Pet Grooming at time of drop-off. It may be necessary to use a muzzle, for both the safety of your groomer and your pet. If your pet is difficult to handle for grooming, there may be an additional service charge due to the additional time and staff that will be required to complete a safe grooming.

We reserve the right to refuse or discontinue service to any customer whose pet may pose a threat to them or other pets left in their care. Examples: severe aggression, excessive lethargy or illness, parasite infestations, other than fleas, etc. If the groom is discontinued, for these reasons, and we have a reserved grooming appointment, there will be a minimum fee of the cost of the groom or $50, whichever is less, for the lost appointment time.

Basic Health and Well-Being:

Pets should be up to date on vaccinations. If you do not have the proof of vaccination available at the time of grooming, we will contact your veterinarian for the updated records. We require the Rabies vaccine only.

If you are unhappy with your grooming experience, we respectfully request notification within 48 hours. We would appreciate the opportunity to remedy the situation. We will ask you to return within seven (7) days to address the issue.

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Every effort will be made to ensure my pet is groomed as safely and carefully as possible. Unfortunately, accidents can happen. During the grooming process, pets can be anxious, lick, scratch, or are extremely active. Pet grooming tools, by necessity, are sharp instruments. If there is an accident during grooming, I will be contacted by Shearly Unique Pet Grooming immediately. Shearly Unique Pet Grooming will take all the necessary measures to get my pet the medical attention he/she requires. Should my pet require veterinary care during or after this process, I agree to pay any, and all, veterinary costs.

I agree to notify Shearly Unique Pet Grooming in writing, within 48 hours, proof any claims regarding compensation for veterinary care given as a result of alleged negligence. In the event the claim is disputed, Shearly Unique Pet Grooming will personally consult the veterinarian prior to any settlement.

I hereby release Shearly Unique Pet Grooming of any and all liability, damage, loss or claim, associated with the above-mentioned services and processes and all medical issues that may be uncovered, known or unknown, or that arise during the grooming and de-matting process. Shearly Unique Pet Grooming reserves the right to refuse or discontinue service if it is deemed unsafe to continue to do so.

Appointment Policies:

Shearly Unique Pet Grooming respectfully requests one full business day to cancel appointments. This allows for time to rebook your stylist with clients on our waitlist. Without proper notification of cancellation, I may be required to pay the full lost appointment fee.

All pets are groomed on a one-on-one basis. Shearly Unique Pet grooming will give me a 15-20-minute notification before the groom is complete. I will pick up my pet within 15 minutes of completion of grooming. Shearly Unique Pet Grooming schedules appointments so that they will not overlap. Without prior approval, any time beyond 15 minutes will be subject to a late pick-up fee of $1/min.

Signature

Date

Relationship to Pet (i.e. owner, neighbor):