



## Grooming information & waiver

Your pet is important & special to us. Because we care, we want to assure you that every effort will be taken to make your pet's visit as pleasant & enjoyable as possible. Due to the unpredictable behavior of animals, situations arise that are unexpected. Please read the following document to ensure your pet is compliant with all requirements of being in the Three Happy Tails facility, as well as disclosing any & all information pertinent to create a safe & fun grooming environment.

**Vaccinations/Medical Records:** Three Happy Tails, LLC requires written proof that your pet's vaccines are up-to-date & were given by a licensed veterinarian. Three Happy Tails, LLC is allowed access to your pet's veterinary records should an event arise where it is necessary for the health of your pet or for legal reasons.

Required vaccines: RABIES, DISTEMPER/PARVO, BORDATELLA, INFLUENZA (H3N2/H3N8)

We recommend waiting 48 hours after any vaccine has been administered to have your pet in our facility. Irritation to the injection site, swelling, & even allergic reaction to vaccines may occur.

If you would still like to have your pet groomed within that 48-hour period, initial below to acknowledge you are aware of stated risks.

**INITIAL:**

**Flea & Tick:** Due to the high volume of dogs in our facility we highly recommend your pet be on monthly flea & tick prevention in order to maintain a parasite-free environment. If we notice any fleas or ticks on your dog during its grooming service, the cost of our flea bath (\$10) will be added to your service.

**Matted Pets:** Pets with matted coats need extra attention during their grooming session. Matting can cause & hide skin that is red, irritated, swollen, or cracked. Matting may also conceal the presence of fleas & other parasites. A matted coat can make it impossible to determine the presence of any moles, scabs, or other conditions on the pet's skin which increases the risk of a groomer accidentally removing, nicking, or cutting moles or other skin irritants. Tightly matted ears may result in hematomas & should be monitored after shaving. Depending on the severity of the matting, your pet may need to be shaved down to start fresh. Employees of Three Happy Tails will always do what is best for your pet. Comfort over vanity. If the matting is not severe & only in a few areas, dematting may be possible at an additional cost.

**Shaving General & Double Coats:** If you opt for your pet to have a short haircut keep in mind the coat may look different as it grows back in. Shaving pets can actually make them self-conscious. They are more susceptible to sunburn and overheating. Shaving pets may reveal an underlying skin condition.

Not all pets are meant to be shaved or have haircuts. Dogs with double coats or slick flat coats could have permanent damage if shaved down. Fur has been known to come back in patches, different colors, & even different textures after being shaved. The more frequently you shave these types of dogs, the more likely it is for your pets' fur to be damaged. (examples include: huskies, german shepherds, pitbulls, beagle, labs, border collie, malamute, etc.)

**Pre-existing conditions/Additional service reminders and policies:** Three Happy Tails, LLC is not responsible for any preexisting medical conditions or the aggravation of those conditions such as, but not limited to, heart disease, arthritis, obesity, IVDD, cruciate tears, brachycephalic syndrome, infections, etc. If for any reason you feel your pet would benefit from limited time in the salon Three Happy Tails offers one-on-one express services. Three Happy Tails uses velocity dryers, fluff dryers, & heatless kennel dryers on non-Brachycephalic dogs. If you have special requests about the dryers used on your pet it is your responsibility to advise us. Three Happy Tails employees may tether or muzzle your pet in order to maintain a safe & comfortable grooming environment. If at any time we feel the safety of your pet &/or Three Happy Tails staff is in jeopardy, we have the right to stop & refuse any service. You will be responsible for paying the percentage of the service that has been completed.

**Accidental & Notification:** While our staff is trained to work calmly, safely, & efficiently with your pet, working with animals can be unpredictable. There are sharp objects involved in grooming, & accidents can occasionally happen. You will be notified of any scrape, nick, or incident involving your pet. In the unlikely event any medical problems develop while your pet is in our care Three Happy Tails LLC will attempt to contact you at all provided contacts.

While my pet is in the care of Three Happy Tails, LLC I authorize Three Happy Tails, LLC to do whatever is necessary for the safety, health & well-being of my pet if they cannot reach me at the contacts provided. Further I assume full financial responsibility for any & all expenses incurred. I also understand that I am liable for any medical care, expenses, & damages that result from injuries caused by my pet. INITIAL: \_\_\_\_\_

Abandonment/Late Pick Up: Any pet not picked up from the salon within 24 hours of completion without contact or arrangements will be turned over to a local humane society or adoption agency. All dogs must be picked up within two hours of completion or pay a fee of \$2 an hour.

Pictures/Advertising: Three Happy Tails, LLC has the right to take pictures of your pet anytime throughout the service for advertising, marketing, or teaching purposes.

Payment/Additional Fees: Payment must be made the day of your service before your dog is allowed to leave our facility. Additional fees may be added for matted dogs, overweight dogs, add on packages or services, or express services. You will be charged \$35 for any returned check.

Cancellation/No Show Policy: All appointments must be canceled 24 hours prior to appointment time (emergencies are considered). Canceling within the 24-hour people will be noted on your account. After 2 short notice cancellations are noted, payment must be made for groom at the time of booking next appointment. No-shows are when you do not show up to your appointment or do not cancel until we have called you at the appointment time. After 2 no-shows you will be charged \$20 plus the price of groom that must be paid before you may book again. NOTE: Clients over 15 minutes late to their appointment may lose their time slot &/or appointment for that day. INITIAL: \_\_\_\_\_

By signing this contract, you (or your Agent) agree to hold Three Happy Tails, LLC its owners, operators, and employees, harmless from any damage, loss, or claim arising from your pet being left in their care. I (the owner) certify the information I have provided to be true and accurate; and I (the owner) have read this agreement in its entirety.

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

Dog name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_