

Tails By The Sea Pet Salon, LLC - Grooming Policies and Client Information Form

Client Name _____ Address _____
City _____ Zip _____ Cell Phone _____
Work Phone _____ Home Phone _____
Email _____
How did you hear of my service? _____

1) Pet Name _____ Age _____ Breed _____ Color _____ M or F
2) Pet Name _____ Age _____ Breed _____ Color _____ M or F
3) Pet Name _____ Age _____ Breed _____ Color _____ M or F

Are there any health issues I should be aware of? _____

Do you use a flea preventative? Yes or No If so, which one? _____
Vet _____ Phone Number _____

Release for Severely Matted Pets

Every effort is made to protect your pet's skin and coat while removing the hair on a matted pet. The safety and comfort of your pet is my top priority. We do not offer dematting services. If your pet is matted, it will be shaved. A pet's coat that has not been attended to for a long period of time may become extremely sensitive and incur clipper marks, abrasions, rashes, nicks, itchiness, or redness. Shaving extremely matted ears might also encourage head shaking causing hematomas. You as the owner, agree to in no way hold Tails By The Sea Pet Salon LLC responsible for any problems resulting from the grooming of your matted pet. Additional charges on top of regular grooming fees apply to dogs that are extremely matted.

Behavioral Issues

Tails By The Sea Pet Salon, LLC reserves the right to refuse service on some pets, if I feel they will be best served in a veterinary facility. If we accept to groom any animals with behavioral issues, charges will be set in accordance with their behavior. In the grooming process, every effort is made to make your pet as comfortable as possible. I do not muzzle or restrain your pet unless absolutely necessary. We do not groom dogs that bite. If the dog is behaving poorly, the grooming session will be ended.

Fleas/Ticks

If your pet has an infestation of fleas and or ticks, you will be charged an additional fee for parasite control. I thoroughly disinfect my van between clients to ensure contamination does not occur.

Payment of Services

Payment is due upon completion of service. At this time acceptable types of payment are cash, zelle, and credit cards.

Appointments/No access fee

There will be a mandatory \$75 charge, per dog, if I arrive to pre-determined location on specified date, and pet is not available to groom. I schedule my pet styling by appointment only. I ask that if you need to cancel, you please cancel 24 hours in advance. I also ask that you rebook your next appointment for your pet on the day I groom your pet. Even if you are a regular client, without scheduling your next appointment I cannot guarantee a spot will be available for your next visit.

Complaint Procedures/Unresolved Issues

If you are not 100% completely satisfied with my grooming service, please contact me within 24 hours of the groom, and I will do my best to resolve your issue.

Emergency Medical Treatment Authorization

Working with animals is never predictable, and if a situation should arise where I feel veterinary attention is needed, I hereby authorize medical treatment for my pet.

All pets are groomed to American Kennel Club breed standards unless specifically requested otherwise. You can help your pet have a more enjoyable grooming experience by working with your pet at home between scheduled groomings. Please have your pet pottied before my designated arrival window. By using my service, you hereby release any photos I may take of your pet for advertisement on my website or social media pages. Thank you for your business.

Owner's Signature _____ Contact Phone _____