

Fetch and Fancy Grooming Service Agreement / Liability Release

CLIENT & PET INFORMATION

Owner Name(s): _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Alt Phone: _____ Email: _____

Pet Name: _____ Breed: _____ Age: _____

Gender: _____ Regular Veterinarian: _____

1. GENERAL GROOMING CONSENT

I understand that grooming involves tools, handling, and procedures that carry inherent risks. I consent to have my pet (s) groomed by the staff of Fetch and Fancy and understand that minor nicks, clipper irritation, stress responses, or the discovery of underlying conditions may occur. I release Fetch & Fancy, its owners, and staff from liability for injuries, stress, or complications that occur during or after grooming, provided reasonable care and precautions are taken.

2. BEHAVIOR & HANDLING POLICY

I understand and agree that:

- I must disclose any history of aggression, fear, anxiety, or behavioral concerns.
- Safety equipment (muzzles, loops, etc.) may be used if needed.
- The groomer may modify, pause, or stop a groom if behavior creates a safety risk.
- Additional handling fees may apply if behavior requires repeated breaks, additional staff assistance, or significantly slows the groom.
- I am responsible for any injuries or damages caused by my pet's behavior.

3. HEALTH, SENIOR PETS, & HIGH-RISK CONDITIONS:

I confirm my pet is free of contagious illness to the best of my knowledge, and I will disclose any new medical conditions, mobility concerns, allergies, or sensitivities at the time of each appointment.

I understand that:

- Older pets or those with medical conditions may experience increased stress or complications during or after grooming.
- The groom may be modified or stopped for my pet's safety and wellbeing.
- Fetch & Fancy is not liable for stress/health-related complications that arise during or after service.
- Proof of current vaccinations (Rabies, Distemper/Parvo, Bordetella) is required.
 - Vaccinations must be performed no less than 48 hours prior to my appointment.
- If my pet is found to have open wounds or sutures, my service will be declined pending formal, written veterinary approval.

4. MATTING & DOUBLE COAT POLICY

I understand that:

- 20 minutes of de-matting or de-shedding is included with a full groom; extended time incurs additional fees.
- If de-matting causes undue stress, the groomer may shave all or part of the coat at their discretion.
- Mats can hide, exacerbate, or cause skin conditions and injuries; Fetch and Fancy is not responsible for irritation, hematomas, clipper burn, or other issues/injuries revealed beneath mats or caused by the removal.
- Dogs with double coats will not be fully shaved without formal, written veterinarian instruction.

5. FLEA & TICK POLICY

Fleas MUST be disclosed so we can take protective measures for other pets and clean/treat the facility appropriately.

I understand that:

- If fleas are present on my dog, a flea bath will be performed and charged accordingly.
- If fleas are not disclosed ahead of time, additional sanitation fees will apply due to increased risk for our other customers and cleaning requirements.
- After a flea bath, I must pick up my pet within 30 minutes of notification.

A note about fleas: *Flea baths are not a substitute for veterinarian -approved, long-term flea treatments, and they cannot end an infestation on their own. Fleas have a multi-stage life cycle, and many stages remain in the home environment even after the adult fleas on the pet are removed. A flea bath eliminates the adult fleas present at the time of treatment, but it cannot prevent new fleas from emerging in the environment or re-infesting the pet afterward. Ongoing veterinary prevention and thorough home cleaning are essential to fully resolve an infestation.*

6. BATHING REQUIREMENT

All haircut services require an in-shop bath.

7. PERSONAL BELONGINGS

I understand that Fetch and Fancy is not responsible for lost or damaged personal items left with my pet.

8. TIMING POLICIES

I understand and agree to the following:

- There is a 15-minute grace period for arrival. After that, the appointment may need to be rescheduled.
- 24-hour cancellation notice is requested.
 - After two late cancellations or no-call/no-shows, a fee of 25% of the scheduled service will be charged for future missed appointments.
- Repeated issues may result in being declined for future services.
- Late pick-ups, meaning any pick-up that occurs after the boutique is closed, will incur incremental fees.
- Pets left more than 30 minutes after closing will incur an overnight boarding/abandonment fee, and staff will not be available to release my pet until the following morning.

9. EMERGENCY VETERINARY AUTHORIZATION

(Initials: _____)

I authorize Fetch & Fancy to obtain emergency veterinary care for my pet if illness or injury occurs during grooming. All emergency evaluation and treatment will be provided by Fetch and Fancy's partner vet clinic, Clocktower Animal Clinic. If my pet is injured as a result of the grooming process, Fetch & Fancy will cover the cost of the initial emergency treatment related to that injury. Any unrelated medical conditions or true medical emergencies - such as seizures, cardiac events, or other issues not caused by the groom- are the financial responsibility of the owner.

Fetch & Fancy will attempt to contact me as soon as reasonably possible, but my pet's immediate medical needs will take priority.

10. PAYMENT & FEES

(Initials: _____)

I agree to pay for all services rendered. I understand that additional fees may apply, and if a grooming service must be stopped for safety or medical reasons, I am responsible for the portion completed and any handling time.

11. SIGNATURE

By signing below, I acknowledge that I have read, understood, and agreed to all policies listed above.

Owner Signature: _____

Date: _____