

Client Grooming Agreement

White Knoll Pet Resort

Drop off between 7:30am - 9am M-F

Grooming Drop-Off Form

Drop off between 8:00am - 9am SAT

Check your Preferred Method of Notifications. Text [] or Call [] Phone Number: _____

Name: _____ Pets Name: _____

Pets Breed: _____ Pets Age: _____ Pet Weight: _____

Grooming while Boarding YES - Date of Service _____ Guest in Villa # _____

Services	X-Small	Small	Medium	Large	X-Large	XXL -	Total
Styling/Grooming – <i>Price Starting at:</i>	\$45.00	\$50.00	\$60.00	\$70.00	\$80.00	\$90.00	
<i>Additional fees for special breeds may apply. Ex: All Doodles, Great Pyrenees, Huskies.</i>							
Bath	\$20.00	\$25.00	\$30.00	\$35.00	\$40.00	\$45.00	
De-shedding \$10 per Level 1-7	Level 1 – 2 – 3 – 4 – 5 – 6 -7 – 8						
Dematting \$10 per Level 1-7	Level 1 – 2 – 3 – 4 – 5 – 6 -7 – 8						
Express Fee (Done straight through)						\$10.00	
Extra Restraint Fee	\$5.00		\$10.00				
+ Contouring	\$7.00						
A la carte Services							
Nail Trim	\$10.00						
Nail Contouring	\$15.00						
Teeth Brushing	\$10.00						
Anal Gland Express	\$10.00						
Face, Feet, and, Tail	\$10.00		\$15.00		\$20.00		
Nail Polish	\$10.00						
						Total	

Grooming Notes:

*I understand that if my pet is extremely pelted or matted, shaving may be necessary.

*I understand that a “bad dog” or “matted dog” charge may be assessed depending on the size, breed, and temperament of the dog.

*I agree to WKPR Day Spa's Terms and Conditions and agree to pay the charges above.

WHITE KNOLL PET RESORT – DAY SPA

***All Grooming Packages include a nail trim, clean/pluck ears, and anal gland expression. Our groomer is available to do standard or breed-specific clips as well as sanitary clips, summer “shave downs,” or any other special clip you maybe interested in for your dog. Simply ask to speak to our groomer when you drop off your pet to discuss your preferences. Grooming is scheduled by appointment only to assure that each pet is attended to promptly and available for pick-up on time. We ask that all grooming pets be dropped off prior to 9:00 a.m. to allow enough time for your pets to be pampered properly. There is an extra fee for dematting.

Current Vaccinations/Veterinarian Information: By signing this contract, owners verify their pets are current on Rabies Proof of Vaccination. Proof of Vaccination shall be provided to White Knoll Day Spa at First Appointment.

Aggressive or Dangerous Pets: Owners MUST inform White Knoll Day Spa if your pet(s) bite, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. White Knoll Day Spa reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for Aggressive Dogs in addition to the regular grooming charge. If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

Health, Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet or and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give White Knoll Day Spa permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to your authorized Veterinarian. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pets coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. White Knoll Day Spa does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for dematting.

Puppy's first Haircut: The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing & combing their coats. Frequent handling of paws can help pets better accept nail clipping or trimming around the feet.

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you arrive to pick up your pet and they are still being groomed, please do NOT talk to them or allow him/her to see you. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.

Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Flea infestations can lead to tapeworms and other health problems. We do offer effective products and can apply treatment if requested. If fleas or ticks are found during the grooming process, your pet will receive a flea bath and a CapStar tablet by mouth to kill the parasites, and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease or other tick borne illnesses. Please note that parasites are a not only health hazard to your pet, but to humans as well.

Hold Harmless Agreement:

By signing this contract you (or your agent) agree to hold White Knoll Pet Resort/Day Spa, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to White Knoll Pet Resort / Day Spa. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

Returned Check Policy: Checks that are returned are subject to a \$30.00 Service Fee. Future appointments must be paid in Cash PRIOR to the start of your pet's next appointment.

Photo Release: From time to time White Knoll Pet Resort / Day Spa likes to take photos. We require acknowledgment by you, the pets owner that these photo's may be used for business use including but not limited to any advertising, newsletters, social media, brochures, photos in our shop ect. We will try, but cannot guarantee that we will be able to inform you that your pet is in a photo prior to use.

No-shows Late pick-up fees & Cancellations

Continual no-shows, continual last minute cancellations--(less than 24 hours notice)--or continual re-scheduling are subject to a \$25.00 FEE PER PET which will be added to your next ticket or billed to your last known address. You may only reserve another appointment with cash or money order for a full groom and the no-show fee will be included (no refund if appointment is not kept). Pre-payment for same will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continual basis. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment had we known in advance. Please be on time to pick-up your pet(s). Dogs are to be picked up by 5:30 on the day of the groom. To enforce this policy, if you or the person picking up your pet from a Spa appointment is later than 5:30 for pick-up on the day of the groom, there will be a \$5 fee per pet for every minute you are late.

Signature: _____

Date: _____