



PAWSITIVELY
— **PURRFECT** —

GROOMING AGREEMENT

We know how important your pet(s) are to you and your family, and we want to ensure you they are just as important to us. We pride ourselves on providing a gentle and loving experience from start to finish for your furry family member(s). Our number one concern is your pet(s) safety and well-being, while focusing on their best interest. Now we do encourage you to ask our Team Members lots of questions to get any clarifications on our procedures and any policies you may have questions or concerns about.

Please know all guests at Pawsitively Purrrfect are required to read and sign this Grooming Agreement, prior to any Grooming services being provided.

VACCINATIONS

It is the responsibility of the pet parents to keep up to date vaccination records on file with Pawsitively Purrrfect. As the Rabies vaccination is required annually by the State of Tennessee, we do require it be current before any services can be rendered. DHPP & Bordetella (Kennel Cough) are recommended for the protection of your pet(s), but not required for grooming services. This policy is strictly enforced and if no proof is provided, we will need to confirm vaccinations with your Veterinarian BEFORE you leave you pet(s) at our facility.

PET(S) AND GROOMING SAFETY

As due care will be taken with every pet, it is the responsibility of the pet parent to inform Pawsitively Purrrfect if their pet(s) bite, have bitten, or have a history of aggression. If it is necessary for the safety of the pet(s) and groomer, muzzles, elastic collars, groomers helpers, etc. will be humanely used and are acceptable.

The undersigned is aware that if their pet(s) do not respond to the groomer and remain still during the process, accidents may occur such as nicks from clippers, scissors, or toenail trimmers. For the pet(s) to properly respond to the groom it is essential that the pet(s) be alone with the groomer and guests will not be allowed to assist in any grooming unless requested to do so.

As we use all-natural tearless shampoos specifically designed for cats/dogs, and use extreme caution while following strict bathing procedures, it is still a possibility your pet(s) can get water or shampoo into their eyes that can lead to an eye irritation. As this is not ideal and not always avoidable this is never intentional.

PET(S) HEALTH CONDITIONS

Your dog's safety and comfort are our primary objective. So, please advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. Also let us know of any prior grooming history of your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.

Pawsitively Purrrfect understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well-being of the pet(s), we will not continue with any grooming procedure that will cause pain, discomfort to the pet(s) or harm to the groomer. Any sensitive areas such as ears or nails will be left for your Veterinarian.

PET PICK UP

Pets are expected to be picked up in a timely matter after completion. If you can not make it within 2 hours to pick up your pet(s), you will be subject to a \$15.00 fee. If your pet(s) are not picked up by 6pm and no contact can be made, your pet(s) will be walked, watered, and boarded overnight at \$35/pet.

PAYMENT

All payments must be paid in full for grooming services rendered unless prior arrangements have been made. Any non-sufficient funds/returned checks will receive a \$25 fee in addition to any financial institutions fees charged. Guests will be placed on a credit card prepay or cash only basis thereafter and no future checks will be accepted.

CANCELLATIONS

A 24-hour notice must be given prior to the scheduled appointment of any cancellations. Leaving a message on answering machine or email is sufficient. If 24-notice is not provided the pet parent will be subject to a \$25.00 charge. Repeated cancellations can result in future termination of services.

FLEAS & SALON SANITATION

If fleas are found on your pet(s), a flea bath will be administered to eradicate the fleas to maintain salon sanitation. This is not optional and done at pet parents expense of \$15.00.

LATE OR "NO SHOWS"

If unforeseen circumstances are going to cause you to be late, please call before arriving more than 20 minutes late. Dependent on the current schedule, you may be asked to reschedule to another day. We will make every attempt if you have not arrived on time, to get in touch with you.

COMPLETION TIME

Every effort will be made to keep our schedule running smoothly, as a typical pet(s) groom can be completed in 3 to 4 hours from the time of their appointment. Issues do arise, and we do fall behind which can lead to your pet(s) being with us longer. If you need you pet(s) returned by a certain time please inform our receptionist prior to the grooming, to ensure we can accommodate. We are happy to work with you as much possible, but we do not want to rush our process or your pet to meet a possibly unrealistic time frame.

REFUSAL OF SERVICE – AGGRESSIVE PETS

Your pet’s safety, comfort and well-being are our outmost concern. We reserve the right to alter or cease any groom if our Team Members determine it is in your pet’s best interest or your pet displays aggressive behavior.

Pawsitively Purrfect has the right to refuse service to any pet at any time for any reason. Also, if your dog bites any of our Team Members it will be reported to the local authorities as required by law.

PUPPIES

We want your puppy's first few grooming visits to be as pleasant as possible and will make every effort to do so by starting slowly. Your puppy should enjoy grooming and, to encourage this, a puppy's first haircut is not guaranteed. We will only go as far as the puppy is comfortable with to avoid sacrificing their trust in us. If you teach your puppy some basic discipline and to be still for brushing, professional grooming will be much easier for both pet(s) and groomer.

ELDERLY PETS

We use extra care and patience for elderly pet(s); however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pet(s). If, in our judgment, brushing or clipping is determined to cause too much stress to the pet(s), we will modify or terminate the haircut. We only groom for cleanliness and comfort, not for style. Please notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying, or clipping phases.

Any grooming which takes place on an elderly or frail pet(s)/s is conducted at your risk.

PHOTOS

By signing this agreement, you authorize us to take and post pictures of your pet(s) to any social media, advertising, or website associated with Pawsitively Purrfect.

PRICING

Actual grooming prices will vary from pet to pet and we will do everything we can to make sure your informed of any pricing changes, but please note that all prices are non-negotiable and subject to change without notice.

If an estimate is provided for services yet rendered, the final price may vary upon completion. These variations can result from anything from coat condition to actual haircut being performed. More time goes into hand scissoring over a shave down.

SATISFACTION GUARNTEE

Pawsitively Purrfect wants all our guests 100% satisfied with their pet(s) grooming, and we will make any adjustments or redo any services free of charge within 5 business days of service completion. If more than 5 days, before we are informed of any unsatisfactory results you may be charged accordingly at the discretion of management.

By agreeing to this contract, you agree to release Pawsitively Purrfect, it’s owners, operators, employees, officers, and directors from any and all liabilities, financial, and otherwise, for injuries or claims arising from any condition of the undersigned pet(s), either known or unknown to Pawsitively Purrfect, which may arise in any way from services provided or as a consequence of association with Pawsitively Purrfect including, but not limited to, veterinarian bills. The undersigned also consent to and authorize the grooming of their pet(s), while acknowledging the risks associated with pet grooming. It is also understood and agreed upon the terms of this agreement can change at any time, without notice, and will overwrite all prior signed contracts or releases.

I, the undersigned guest, do hereby entrust my pet(s) to Pawsitively Purrfect for their grooming and have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Pawsitively Purrfect.

I am the legal owner caregiver of this pet. (please select the appropriate box)

PET PARENT/CAREGIVER _____ DATE: _____