

PET PARENT PROFILE

PRIMARY PET PARENT – GUARDIAN

First Name: _____ Last Name: _____

Primary Phone: _____ Secondary Phone: _____

How did you hear about us? (Please Circle One) – Google – Yelp – Facebook – Other: _____

SECONDARY PET PARENT – GUARDIAN

First Name: _____ Last Name: _____

Primary Phone: _____ Secondary Phone: _____

VETERINARY INFORMATION

Veterinary Clinic: _____ Phone: _____

Please send vaccination records at your earliest convenience to the fax or email at the bottom of this page

PET PROFILE

PET INFORMATION

Name: _____ Breed: _____

HEALTH & MEDICAL

Does your pet suffer from any of the following? -Please check all that apply

Hearing/Vision Loss Arthritis/Joint Issues Heart Problems Spinal Issues

Anything else we should be aware of? Yes No Explain: _____

MEDICATIONS

Does your pet take any medications? Yes No If yes, are there any side effects? Yes No

If yes, what side effects could we expect: _____

GROOMING HISTORY

Has your pet been professionally groomed? Yes No If yes what was done? _____

Has your pet ever been labeled as difficult, aggressive, or ever been turned away for grooming? Yes No

If yes, please explain the situation: _____

Does your pet have any sensitive areas? Yes No If yes, where: _____

Is your pet susceptible to any of the following conditions? Ear Infections Dry Skin Brittle Nails

Would you like any of the following upon completion? Signature Cologne Bows Bandana

TINIRU INC. (DBA PAWSITIVELY PURRFECT)

PHONE – 615-837-6765 • FAX – 615-864-7278 • E-MAIL – salon@pawpurrfect.com

MATTED PET RELEASE

"The greatness of a nation and its moral progress can be judged by the way its animals are treated." -Gandhi

Your pet's health and well-being are important to us! If our Team deems your pet's coat to be unsalvageable, your pet will not be bathed, groomed, or de-matted under any circumstances without shaving all necessary matting. As the utmost caution, time, and care will be taken in your pet's mat removal process, issues still may arise due to the severity of the matting and use of extremely sharp equipment. Additional fees will apply (\$15-\$30 depending on severity)

By signing below, you agree and understand that if your pet's coat is deemed to be unsalvageable by TiniRu Inc, your pet's coat will be shaved as short as necessary to remove all matting as safely and humanely as possible and hereby release TiniRu Inc from any liability associated with the above mentioned process, which can include but not limited to: razor burn, brush burn, cuts, nicks, scraps, bruising, lesions, hematomas, skin irritations, loss of hair, or behavioral changes of any kind. As this process can be long, stressful, painful, and potentially dangerous for your pet, the undersigned grants permission to TiniRu Inc to seek veterinarian attention if deemed necessary and the undersigned accepts all financial responsibility for any medical bills that arise. Understanding and agreeing to the risks listed above, the undersigned authorizes TiniRu Inc to proceed with any mat removal processes necessary to from the date listed below.

Pet Owner/Guardian

Date

CANCELLATION & NO-SHOW

We are an appointment-based business and as such we ask that you respect our time and schedule as we respect yours. As a reminder call may be provided as a courtesy, it is your sole responsibility to show up for your appointments on the date and time scheduled. Any missed reminder call or voicemail will not excuse you from not showing or giving at least 24-hour notice of a cancellation. There will be no exceptions if you arrive more than 15 minutes late, your appointment will be cancelled, charged as a No Show (\$35/pet), and asked to reschedule.

By signing below, you agree to the Terms of our Cancellation & No-Show Policy and agree that all fees will be paid accordingly upon request.

Pet Owner/Guardian

Date

PICK UP – AFTER HOUR & LATE FEE

We are not a daycare or a boarding facility and as such we ask you to respect our time when scheduling your pet(s) appointments. All appointments should be scheduled accordingly to ensure your pet(s) picked up promptly after being completed. Any pet(s) not picked up within one (1) hour from our completion call to the number we have on file, will be subject to a Late Fee (\$15/15mins). Any wrong numbers, missed calls, or missed voicemails, will not exclude any Late Fee's being charged. As our closing time may vary day to day, we will not remain open past 4:00pm, unless we are behind that day. If your pet(s) left at our facility past 4:00pm they will be walked, given water, kenneled, charged for boarding, and be available for pick up the following business day at 8:30am.

Pet Owner/Guardian

Date

TERMS OF SERVICE

These Terms of Service (our 'Policies') apply to Grooming Services provided by TiniRu Inc. (collectively, 'Pawsitively Purrfect', 'We', 'Us', or 'Our'). TiniRu Inc reserves the right, at its sole discretion, to change, modify, add or remove portions of our Policies, at any time. It is the responsibility of our clients to check our Policies periodically for changes. Your continued use of our Services following the posted changes will mean you accept and agree with all changes.

VACCINATIONS

As per Tennessee state law, we require that every pet we serve to have their current Rabies vaccination.

PET HEALTH & SAFETY – AGGRESSIVE/DIFFICULT

For the safety and well-being of every pet we serve, we retain the right use muzzles, groomer's helpers, slip leads, or any other safety restraints where necessary and if your pet(s) deemed to aggressive, stressed, or difficult to handle we retain the right to alter, cease, or refuse services. A Handling Fee will be charged for any pet that is deemed Difficult by our staff.

HOURS OF OPERATION

Our normal hours are 9:00am to 5:00pm but we close after the last pick up. As we have families and children, we will not remain open past 5:00pm.

PAYMENT

All payments are due at time of pick up. Our accepted payments are Cash and all major Credit Cards.

FLEAS & PARASITES

You will be charged for, and your pet(s) administered a flea bath immediately upon discovery of fleas/parasites.

COMPLETION TIME

As we want to get your pet(s) back as quickly as possible we do not guarantee any completion times. Our average is about 3 to 5 hours. Any pet needing faster turnaround will need to speak with management.

FIRST GROOMING – PUPPY'S UNDER 1 YEAR

If your dog is below 1 year old and never been professionally groomed or had a haircut before, we do not guarantee any more than a Mini Groom. This will include a bath, face trim, feet neatened, and sanitary trimmed.

SENIOR – ELDERLY PETS

If your pet is over the age of 10 years old, it will be considered elderly or senior.

SECURING YOUR PET – LEASHES & CARRIES

For the safety and security of every pet entering and leaving our facility, we require every client to keep their pet(s) on a leash, in a carrier, or in their arms at all times. We will not be held responsible for any pet(s) that escapes, get injured, or lost due to the negligence of not being properly secured.

SERVICE PRICING

Your pet will be priced based on their coat condition, coat texture, breed, size, styling, and temperament. Any estimates we provide are not a guarantee and final pricing is non-negotiable and subject to change.

PHOTOS

You grant permission and consent to TiniRu Inc. for the use of any photo(s) taken in our salon for the presentation under any legal condition, including but not limited to publicity, advertising, and web content.

SATISFACTION GUARANTEE

Your satisfaction is important to us and if you are unsatisfied for any reason, we allow up to five (5) business for any adjustments. Any alterations past five (5) business days of the service date will be charged accordingly.

ACKNOWLEDGEMENT

By signing below, I have reviewed the Terms of Service and fully understand and agree to the policies in this contract. I affirm that I am the legal owner of the pet(s) for which services will be rendered and agree to release TiniRu Inc. from any and all liabilities, financial, and otherwise, for injuries or claims arising from any condition of the undersigned's pet(s). I authorize this signed contract to be valid approval for future grooming services, permitting TiniRu Inc. to accept all communications without additional signed contracts or written authorization. I understand that the terms of service may change at any time, without notice, and will overwrite all prior signed contracts or releases. I have read, signed, and agreed to the above.

Pet Parent/Guardian

Contract Date