



Alcala Country Pet Resort Grooming Waiver

All Grooming clients are required to read and sign the following agreement prior to their pet's first appointment.

MATTED PETS

If your pet is matted, he or she may need to be shaved shorter than the length originally discussed. Matted pets are charged an extra fee, usually \$5.00 - \$10.00, but severe cases may see charges of \$15.00 - \$20.00. Matted pets are more difficult to shave and may be cut or scraped by the clippers, and skin may be irritated under matted fur. Alcala Country Pet Resort (ACPR) is not responsible for any resulting vet bills. Our groomer will brush out only minimal mats. The rest may have to be cut or shaved out as brushing mats out can be costly for the owner as well as painful for the pet. ACPR always does what is in the pet's best interest.

AGGRESSIVE/FEARFUL DOGS

If your dog has had negative grooming experiences in the past, or for other reasons you feel they are likely to be fearful or aggressive toward ACPR staff, you must inform us prior to the grooming. A muzzle may be used if a dog is showing signs of aggression, but he or she is always given the benefit of the doubt first. Every effort will be made to calm the dog and complete the groom, but safety of both the pet and staff are paramount. We reserve the right to deny service at any point if the pet cannot be handled safely or if at any time the ACPR groomer feels uncomfortable grooming your pet. By signing this waiver, the dog owner understands and agrees to be held solely liable for any harm, injury, or property damage caused by their dog.

VETERINARY BILLS

ACPR's groomer employs the utmost diligence, but when they are working with sharp instruments and wiggly animals, accidents can and do happen. If the groomer feels that they cannot safely groom your pet, they will stop, and charges will be based on the amount of work done as well as the amount of time spent on your pet. By signing this waiver, the dog owner understands and agrees that if their pet gets hurt or becomes ill, ACPR has permission, at its sole discretion, to call or transport the pet to the veterinarian of its choice if the pet's regular veterinarian is inaccessible. By signing this waiver, the dog owner understands and agrees to pay all associated fees and costs if ACPR deems it necessary to take their dog to a veterinarian.

OLDER PETS

Older pets may have a more difficult time being groomed. They can often be sore and sometimes nippy if something hurts or pulls at them. They are sometimes unable to stand for the length of time needed to complete the groom. They may become unfocused and easily distracted, making it difficult to get them to stand still. Every effort is made to groom them to their usual standard, but their age is taken into account, and it is not always possible to accomplish the same cut. ACPR places the pet's comfort first.

PUPPIES

Puppies are very impressionable, and since they are going to have a lifetime of grooming, ACPR's staff tries to make their first few visits enjoyable and free of stress. Being relaxed and learning "grooming manners" is the most important part of the puppy's first couple of visits, and this sometimes means that the haircuts will not come out

perfect. Puppies are very wiggly and have extremely short attention spans, so the groomer will only do what can be done safely.

PAYMENT / CHANGING OR CANCELING AN APPOINTMENT

Payment is due at the time the pet is picked up. ACPR accepts VISA, MasterCard, American Express, debit cards, and cash.

Please give at least 24 hours' notice when canceling or changing a grooming appointment. A courtesy call is appreciated if you are running a few minutes late for your pet's appointment. Pets that are more than 30 minutes late may need to be re-scheduled for a different day.

GROOMING PROCESS

We will ask you to describe in detail the desired cut for your pet. The first couple of visits may be more challenging as the groomer tries to figure out exactly what look you are going for. We will try to accomplish the look you desire, but if we don't get it right, please let us know what needs to be changed so we can make notes for the next time. Most of the time the issue is it is just a miscommunication between the pet owner and the groomer. If it is we can fix now we will be happy to do so at no additional charge as long as you bring it to our attention within a 48 hour period. After that corrections can still be made but charges apply.

Please advise us of any medical, physical, emotional issues, allergies, sensitivities or pre-existing conditions you dog has. These may include prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems.

It is the policy of ACPR not to have the owners stay during the grooming process. Owners can distract their pets and the pet will look to the owner for comfort and reassurance instead of trusting and forming a bond with the groomer.

Alcala Country Pet Resort can post picture of my pet on their website, Facebook or on Yelp Yes No

I have read and understand the above information.

_____ / ____ / ____
Pet Owner Date

Your Email: _____

How did you hear about us? _____