

ProHome Pet Care Services

All clients must complete this waiver prior to your pets first service appointment.
Please provide a copy of each pet's current vaccines or titer test prior to your appointment.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____

Main Phone: _____ Secondary Phone: _____

Emergency Contact: _____ Phone: _____
(someone whom can be contacted if you can't be reached)

Veterinarian: _____ Phone: _____

Pets:

Name: _____ Breed: _____

Age: _____ Color: _____ Female Male Altered: Y / N

Health Concerns: (Please include any food allergies or skin sensitivities.)

Behavior Concerns:

Any areas of the body he or she does not liked touched:

Name: _____ Breed: _____

Age: _____ Color: _____ Female Male Altered: Y / N

Health Concerns: (Please include any food allergies or skin sensitivities.)

Behavior Concerns:

Any areas of the body he or she does not liked touched:

ProHome Pet Care Services

Vaccines:

All dogs are required to have an up to date rabies vaccine. If for any reason a dog can not receive the rabies vaccine, I can accept a titer test OR a letter from your veterinarian within the past 6 months that states the pet is in good health. **It is the customer's responsibility to provide these documents.**

Health or Medical Problems:

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care (if needed) will be covered by the animal's owner upon signing this contract/agreement. Pet parents are responsible for communicating any pre-existing medical concerns prior to service. **With safety in mind, please reschedule if your pet is experiencing major health problems. This can include coughing, nasal discharge, vomiting, diarrhea and seizures. Pet's that cancel due to pet illness will not be subject to a cancellation fee.**

Safety:

If I feel at any point in the grooming process that it is not safe to proceed whether this is due to dog behavior or medical/health reasons I will respectfully stop services.

With a background within the veterinary industry I can direct you to seek veterinarian care if needed. However; I can not diagnose or perform veterinarian specific care. My clients are more than welcome to watch the grooming process; especially for my location services. However; we must keep safety in mind. We will work together to ensure your presence is not a distraction to your pet.

Accidents:

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment can be sharp, and although extreme caution is used; 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. Your pet's safety and comfort is my number one priority. In the event an accident does occur, you will be notified of the accident. If I feel it needs medical attention, and the owner is not on-site, I will seek immediate veterinary care for your animal.

Eyes:

When grooming around the pets eyes I am very careful to gently blow hair away from the eyes, however at times I can't prevent all particles related to grooming and the environment away from the eyes. If your pet shows signs of pet irritation this is most likely a result of hair in the eye(s) although uncommon; it is a risk. A sterile saline eye cleansing solution can be used to aid. The care provider is not to be held responsible for any medical treatment in regards to this.

Anal Glands:

Anal glands will be checked and not expressed. I will communicate if they require care with your vet.

Tooth Brushing:

Without consistent preventative dental care; bacteria can be spread and cause infection by brushing dogs teeth. For this reason with health and safety in mind I do not offer tooth brushing.

Foxtails:

Foxtails can become problematic in the summer as the brush in our area becomes dry and brittle. Foxtails can become embedded in your pets skin and could cause a variety of issues. Common areas for foxtails to get stuck in are between the toes, and behind the ears. If I notice any foxtails I will remove them during bathing, but if the foxtails are deeply embedded into your pets skin I will recommend you seek vet care.

ProHome Pet Care Services

Fleas & Ticks:

If your pet has fleas or ticks a medicated bath will be required. Medicated baths are an additional \$5.00-\$10.00 depending on severity. For heavily infested dogs; your appointment will be canceled and you'll be directed to seek veterinarian care or your appointment will be rescheduled to another day to allow more time with an hourly rate.

Matted Coats:

Pets with severely matted coats require extra attention (extended appointment.) Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. I will not subject your pet to stress and potential pain by de-matting. Removing a heavily matted coat can cause nicks, cuts or abrasions due to the skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. In some cases, pets may exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. *If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to the procedure and are aware of the potential risk and additional fees. However shaving of mats will be at my discretion and will be discussed during your grooming consultation or upon drop off. De-matting fees can range from \$25.00-\$35.00.

Use of Muzzles:

Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts in a way that is dangerous, I have the right to stop service (as previously stated.) I do not muzzle unless your pet gives a reason to do so. **Other methods are used to calm your pet, muzzling is a last resort.**

Extended Appointments:

For safety puppies, seniors, matted pets, and pets with medical conditions may require extended appointment times to allow proper care.

Satisfaction:

Your satisfaction is important to me! If you are unhappy for any reason, and would like something adjusted, I will be happy to make any adjustments when you pick-up your pet from his/her appointment. Or I can make any adjustments within 3 business days.

Photographs:

Allow / help me grow my business! By signing this release you will be giving Pro Home Pet Care authorization to use your pets photos for my records, website, social media and other promotional material.

ProHome Pet Care Services

Appointment Policies:

Clients agree to render a \$25.00 deposit upon booking; this will go towards your balance at the end of your scheduled service.

Clients agree to cancel or reschedule 48 hours prior to appointment; failure to do so will result in no refund of the appointment deposit. Client acknowledges that an appointment no show could result in no refund deposit, delayed re-scheduling and repeat offenses could result in client termination.

With safety in mind, please reschedule if your pet is experiencing major health problems. This can include coughing, nasal discharge, vomiting, diarrhea and seizures. Appointments that cancel due to pet illness will not be subject to a cancellation fee.

Of course I understand things come up; and will be receptive to circumstances and can waive this policy on a case-to-case basis.

If a service is stopped for any reason the customer is responsible for paying for service time provided until stopping point.

Scheduling / Provider Cancellation:

Please contact me via email or text for availability. I kindly suggest booking in advance prior to major holidays. In the event I have to reschedule for any reason I will be sure to contact you regarding your appointment and will contact you within 24-48 hours to reschedule. (Deposits will be applied to rescheduled service.)

Payments:

Service payments are due at the end of the service; via Venmo, Zelle, Cash or Check.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the animals for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Pro Home Pet Care to accept phone reservations or emails for service without additional contracts or written authorization. I understand that pricing is subject to change. I have read the terms above and agree with the contents.

Signature: _____ Date: _____

Print Name: _____

**Thank you for taking the time to read my terms.
I look forward to providing you and your pet(s) with excellent care!**