

Thank you for choosing WHISKER WASH CO for your pet's grooming needs. WHISKER WASH CO prides itself on providing the best care for your best friend. Before grooming, please read and agree to our terms of service:

1. **PRICING & PAYMENT:** Prices are non-negotiable and must be paid in full at time of pickup. We accept cash & credit card payments. Pricing varies for each pet and is determined by breed, size and condition of the pet's coat. Additional charges may also apply due to the pet's temperament and behavior during the grooming session.
2. **PICK-UP:** Owner must pick-up pet within 90 minutes of phone call/voicemail/text message to notify owner that the pet will be ready for pick-up. There will be a \$10 fee for every 15 minutes after the 90 minute window, unless discussed prior to the pet's drop-off.
3. **MEDICAL:** If your pet has any medical problems (seizures, arthritis, collapsing trachea, etc.), please make us aware of them so that we can take the necessary steps to ensure your pet's comfort. Sometimes grooming can expose a pre-existing condition. We cannot diagnose such a condition but may advise you to seek veterinary attention.
4. **BITING:** If your pet has any history of biting, we ask that you notify us before grooming. This will help prevent injury to us and your pet. If your pet has behavioral issues, we are happy to work through them with you. If the behavior issues require extra time, we will charge an additional fee.
5. **FLEAS OR TICKS:** If you know that your pet has fleas, please notify us prior to your appointment. If we find fleas during grooming, we will bathe the pet with a medicated flea and tick shampoo. We will notify you, if possible. The additional charge for this service is \$15. The flea bath will only kill active ticks and fleas on the pet but will not prevent any future fleas or flea eggs from hatching once your pet leaves the salon. You are responsible for treating the home premises and sleeping areas of the pet.
6. **SERVICE:** Whisker Wash Co reserves the right to refuse service to customers whose pets may pose a threat to our employees and other pets left in our care, whether it is aggression problems, health problems or parasite problems. We do not allow sedated pets in our salon nor will we administer any medication. There is no veterinary support in this location.
7. **MATTING AND SHAVE DOWNS:** There are extra charges if matting is significant (\$1 per minute after an initial 15 minutes). If your pet is matted, this is a health crisis. If possible, we will de-mat your pet, but in order to prevent inhumane discomfort and/or pain to your pet, your groomer may feel it necessary to shave down your pet if severely matted. Post-shave effects are temporarily unattractive, unpleasant, and uncomfortable. But your pet will be starting the process to regain healthier skin and coat. Shaving a pet often exposes pre-existing skin conditions or sores. Shaving such may cut or irritate the skin. We do not pay vet bills for eye irritations, skin rashes, cuts, skin irritations, repairing broken skin due to scratching, licking, chewing, or pets that shiver/hide. These are common responses to shave downs. While the groomer will employ the greatest care to avoid such events, they can and do occur in shave downs.
8. **PHOTO AND VIDEO RELEASE:** I agree to allow Whisker Wash Co to use my pet's name and any images or videos taken while he/she is in the care of Whisker Wash Co, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.
9. **ACCIDENTS:** Although accidents are rare, there are risks when handling pets. Whisker Wash Co will inform you immediately of any incident that occurs or that we may notice. We are not financially responsible should an accident or death occur unless proven negligent in handling or care. Your pet(s) safety and comfort are our number one priority.
10. **CANCELLATION FEE:** Clients are required to provide a minimum of 24 hours' notice for appointment cancellations. Failure to do so will result in a cancellation fee amounting to 50% of the scheduled appointment's total cost. Furthermore, I understand that this cancellation fee must be prepaid before booking any new appointments. Whisker Wash Co. reserves the right to enforce this policy to ensure the efficient scheduling of appointments and the fair treatment of both clients and our dedicated team.

Should my pet need veterinary care during or after the process, I authorize Whisker Wash Co to act as my agent in the event of emergency veterinary services, caretaking and/or transportation if necessary. Please let us know within 24 hours if you are not happy with your pet's groom & allow us to "make it right".

By proceeding you agree to this process of resolution

Printed Owner Name _____ Phone Number _____

Signature _____ Date _____