

Current Vaccinations: I acknowledge that my pet is up to date on its rabies vaccination.

Good Vibrations Grooming does not require proof of vaccinations, however if there is a bite incident your veterinary clinic on file will be contacted to confirm records. It is recommended that your pet be up to date with Bordetella vaccinations, as well. These vaccines help to prevent the spread of the airborne bacterium *Bordetella bronchiseptica*, which when mixed with other viruses can result in what is commonly referred to as kennel cough. As a responsible pet owner, it is up to you and your vet to decide which precautions you will take.

Senior Pets and Administering Aid: I understand that senior pets (Age 8 or higher) may have a greater chance of injury. The physical or mental stress of the grooming process can be harder on a senior pet. Conditions like arthritis, moles or respiratory issues can pose an increased challenge to a groomer. Because of this, senior pets will be groomed for comfort over vanity. Every effort will be made to keep your pet calm and comfortable. In the best interest of your pet, this Agreement gives Good Vibrations Grooming permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by the groomer. All expenses for Veterinary care are the responsibility of the pet owner.

Accidents: There is always the possibility that an accident could occur at any time during your pets stay here. Groomers are working with live animals and even though we make all possible efforts to do so in a safe environment, dogs can be unpredictable and grooming equipment is sharp. Common accidents include nicks, cuts, scratches and quicking of nails. Most accidents occur when a pet is moving around. So, **if you arrive before your pet is completed, please wait patiently out of sight** or in your car. Seeing an owner can be disruptive for the groom and can get a pet excited or anxious. It is always best to wait to pick up until you have received a call or a wave saying your pet is ready.

Aggressive Behavior: Owners MUST inform groomers if their dog has any aggressive tendencies towards people, other pets or specific grooming procedures. Muzzles and restraint methods will be used, if necessary. There may also be an additional Handling Fee added to your visit. Good Vibrations Grooming reserves the right to refuse service to any such pet before or during the grooming process if a pet creates an unsafe environment for itself or the groomer.

Grooming Enclosures: I acknowledge that my pet will likely be placed in a kennel before, during or after its groom. If behavioral issues arise, such as excessive barking or aggression, I may be contacted to pick up my pet immediately.

Drop Off: Good Vibrations Grooming strives to create a comfortable and safe environment for your pet while in our care. Being kept in a kennel is no pet's ideal way to spend their time. Please **arrive no earlier than 10 minutes before** your appointment to minimize this crate time. If you need to drop off earlier than that please let us know ahead of time. Sometimes we can make arrangements but it's not guaranteed. **Dogs must be on leash or held at the time of drop off.** We don't like dogs from separate households mingling inside of the building. If you arrive more than 15 minutes late, we reserve the right to ask you to reschedule. You will be asked to pay a no-show fee.

Pick Up: You will be **contacted about 15 minutes before your pet is ready.** Please pick up your pet in a timely manner. If you will be running errands we ask that you stay close. However, **if you arrive before your pet is completed, please wait patiently out of sight** or in your car. Give us a call/text to let us know you've arrived and we'll give you a wave when we're ready! It is always best to wait to pick up until you have received a call saying your pet is ready. Pets who are left with us for more than 2 hours after they've been contacted to pick up may be subject to a kennel fee of \$5 per hour. Pets who are not picked up by closing will be charged an additional \$25 late pick up fee.

Photo Release: I understand that Good Vibrations Grooming may take photos of my pet at any time during their stay. I agree to allow these photos to be posted to any/all publications, including website entry and social media platforms, without payment or any other consideration. I authorize the use of my pet's name in such future publications.

Anal Glands: Anal glands will be expressed upon owner **request only.** Unless recommended by your veterinarian, routine expression is not a necessary part of the grooming process. Dogs express their glands naturally when they defecate. Expressing anal glands when there is not a problem can potentially lead to inflammation of the glands in an otherwise healthy dog. This inflammation can cause larger issues such as impacted or infected anal glands. This service is included in all grooming packages. As a stand alone service there is a charge.

Parasites: If fleas are found on your pet, there will be an additional \$10 - \$20 charge automatically added to your visit. Your pet will be given a bath with shampoo that will kill the fleas on it. This shampoo will not prevent fleas from hopping back on in the future. Ticks found will be removed and you will be notified. If a tick is found, it is recommended that you have your pet tested for Lyme Disease. If other forms of parasites are found (i.e. tapeworms, mites) there will be an additional charge for any extensive cleaning deemed necessary. Your groomer reserves the right to refuse service if it may be too stressful on the pet.

Mat Removal: Please advise the groomer of any matting you have noticed. We can talk about the best course of action for your pet. Depending on the condition of the coat, it may be able to be brushed out for an additional charge between \$15 and \$45. If the groomer deems that de-matting would prove too stressful on your pet, it may be shaved down shorter than previously anticipated. Mats left in a pet's coat can pull the skin tight and cause irritations or tears in the skin. They also trap urine and moisture which can lead to fungus or bacteria growth. Removing a mat often includes unforeseen effects. The newly freed skin may become itchy or red and your pet may lick or chew these spots. The best prevention for matting is regular grooming either at home or during a scheduled appointment.

No-Show Deposit: Good Vibrations Grooming requires a deposit in the amount of half the cost of the appointment **OR** we request that your card information be held on file in order to book your first appointment with us. I understand that if I **fail to show up for my scheduled appointment or cancel with less than 24-hours notice** I will be charged a No-Show Fee of half the cost of my appointment. If this happens regularly, I may be asked to prepay in full for scheduled appointments or refused service. After the third no-show, that deposit will need to be replenished within 2 weeks or future appointments will be canceled.

::Deposit Method::

A deposit will need to be paid within 48 hours of booking your appointment. This deposit will be applied to the cost of any No-Show or last minute cancellation fees accrued. You will then be asked to replenish that deposit before booking your next appointment. This deposit must remain in your account for the duration of your time with us. If at any time you no longer wish to use our services, this deposit will be applied toward any outstanding balance or refunded in full.

::Card On File::

I agree to keep an active payment method attached to my account. In the case of a No-Show or last minute cancellation, I authorize Good Vibrations Grooming to charge my card in the amount of half the cost of my appointment. If at any time you no longer wish to use our services, your card will be charged for any outstanding balance and then deleted from the system.

Text message reminders are sent out two days prior to scheduled appointments and phone calls go out the day before if text messages are not confirmed in order to reduce no shows and last-minute cancellations. Please call or text as soon as you know that you will need to reschedule. We understand that emergency situations occur and will work with you, but not on a continual basis.

Payment: Payment in full is due at time of service. I understand that due to the nature of pet grooming, all quoted prices prior to the final groom are only estimates. Final price will depend on each dog's temperament and coat condition. Things like de-matting may not be pre-quoted but may be required to finish the groom. Good Vibrations Grooming accepts payment in the form of cash, check and all major credit cards. We offer text invoicing as well as payment over the phone.

Hold Harmless Agreement: By signing this contract you (and/or your Agent) agree to hold Good Vibrations Grooming harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to the groomers at Good Vibrations Grooming. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

I have read and agree to the policies of Good Vibrations Grooming.

Owner's Signature

Date

Printed Name