

Grooming Agreement

Your pet's safety is first at Petropolis. Every client is required to read and sign this Grooming Agreement prior to any grooming services.

Client Name _____
Pet Name: _____
Breed: _____
Age: _____ Weight: _____ Sex: _____ Spayed/Neutered: _____ Intact: _____
Address: _____

Phone Number: _____
Alternate Phone # _____
Email: _____
Veterinarian Name &
Number: _____
Medical/behavior/Allergies/additional/info _____

I, _____ the undersigned client, do hereby entrust my pet(s) _____ to Petropolis for the purpose of grooming my pet(s). I agree to the following:

1. A current copy of vaccination records is required for every pet Petropolis grooms. Records may be faxed to 212-608-2235 or emailed to info@petropolisnyc.com.
2. Client will advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. Please let us know of any prior grooming history you or your pet may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.
3. For the pet to properly respond to the groom it is essential that the pet be alone with the groomer/stylist and Clients will not assist in the grooming unless requested to do so.
4. Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his/her understanding of Client's directions and his/her ability but no other guarantee is made.
5. Our groomers/stylists are trained professionals. We reserve the right to alter or cease any groom in the event that our staff determines it is in your pet's best interest or if your pet displays aggressive behavior. Client understands that Petropolis has the right to refuse service to Client's pet (s) at any time for any reason.
6. Client is aware that if his/her pet does not respond to the groomer/stylist and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers.

7. Some pets will become very uncomfortable and/or scared during the grooming process and might attempt to bite our Stylist/Groomer. In the event this happens, we will notify the Client and a special handling fee will be added to the bill. Please let us know beforehand if you already know your pet has this behavior.

8. If it is necessary for the safety of the pet and the Groomer/Stylist, muzzles, elastic collars, slings, straps etc. will be humanely used.

9. Petropolis understands that some dogs and cats are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog/cat discomfort, so although these are routine procedures normally performed for the well-being of the pet, we will not continue with any grooming procedure that will cause pain or discomfort to the pet or harm to the Groomer/Stylist. Sometimes, for a more sensitive pet, these procedures are best left to the care of a veterinarian.

10. We will use extra care and patience for older pet(s); however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pet(s). If, in our judgment, brushing or clipping is determined to cause too much stress to the pet(s), we will modify or terminate the haircut. Please be sure to notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying, or clipping phases. Any grooming which takes place on an elderly or frail pet is conducted at your risk.

11. Allowing a pet's coat to get matted is not only very uncomfortable but dangerous for your pet's health. The Groomer/Stylist will de-mat the pet (if possible) at \$20 per hour (minimum \$15) in addition to the regular grooming fee or the pet will receive a "shave down" to remove the mats. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis. If the Client requests the mats be combed out, the Groomer/Stylist will not do so if it causes pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems. Client is aware that neglect of his/her pet's coat can be cause for problems after grooming such as clipper/brush irritation.

12. Shaving of your pet may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions.

13. If fleas are found on your pet, Petropolis will advise you via telephone immediately - we will need to administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer/stylist's discretion and at the client's expense. The shampoo is gentle, non-alkaline and hypoallergenic.

14. Every effort will be made to keep our scheduled grooms running smoothly. A typical pet groom can be completed in 1.5 to 3 hours from the time of your appointment. If your pet(s) has behavior issues or skin and coat problems you may be looking at a longer grooming time.

15. Client authorizes the groomer/stylist to act as his/her agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or other medical conditions.

16. Client assumes all liabilities, financial and otherwise, for the behavior and health of their pet.

17. Petropolis and its groomers will be held harmless from damages, loss or claims arising from any known or unknown pre-existing condition of the pet.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Petropolis.

Date

Pet owner/guardian's signature

Pet owners printed name Pet(s) Name