



Customer Agreement/Pet Release form

Date: _____

Pet's Name: _____

Customer's Name: _____

Phone Number: _____

Emergency Contact & Phone Number: _____

Whiskers & Tails LLC Responsibilities

- 1.) Provide professional grooming services for your pet in a safe, clean and stress free environment.
- 2.) Provide excellent customer service to you and individual attention and care to your pet.
- 3.) Provide transportation of your pet to a veterinary facility, if an emergency should occur with your pet while in the care of Whiskers & Tails LLC.

Please note that Whiskers & Tails LLC will contact the customer immediately at the emergency contact and phone number provided above

Customer Responsibilities

- 1.) Provide proof of current rabies vaccination information
- 2.) Inform Whiskers & Tails LLC of any known behavioral problems, allergies, seizures, disabilities or any other medical problems, not listed, that your pet may have.
- 3.) Inform Whiskers & Tails LLC of any known flea problems or infestation.
- 4.) Provide an emergency contact name and phone number in case of an emergency.
- 5.) In the case of an emergency, customer gives Whiskers & Tails LLC permission to release your pet to a veterinary facility for treatment.
- 6.) Customer agrees to pay in full, any veterinarian bills for the above care provided for your pet.
- 7.) If you will not be home during the scheduled grooming appointment, please leave your pet in a safe and easily accessible location of your home.
- 8.) Provide payment of the grooming service in the form of cash or check. Payment is due at the time of grooming.
- 9.) Customer agrees to pay Whiskers & Tails LLC a \$25.00 fee for any missed appointments that are not cancelled or rescheduled within 24 hours before the original appointment time.
- 10.) Customer agrees to pay Whiskers & Tails LLC a \$25.00 fee for any returned checks.

Pet Release Section:

We care about the welfare of your pet and we want to make every effort to make the grooming experience for your pet with Whiskers & Tails LLC as enjoyable as possible. Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming.

In the best interest of your pet's care, Whiskers & Tails LLC requests your permission to obtain immediate veterinarian medical treatment at your expense, should it become necessary.

Matt Release Section:

Severe tangles and mats can be detrimental to your pet's health and very uncomfortable. In order to alleviate these mats, Whiskers & Tails LLC may need to shave your pet's coat in its entirety or spot shave areas of severe matting. In the event of a spot shave or complete shave down, the owner acknowledges and agrees to allow Whiskers & Tails LLC to shave their pet to the skin. We will make every effort to save as much of the pet's coat as possible. This will only be performed on an as needed basis and to alleviate any discomfort and to prevent any possible health problems for your pet.

Whiskers & Tails LLC has informed me that there is always the slight risk of minor nicks and clipper burn when shaving a heavily matted coat. This is due to unforeseen or unknown warts, moles or skin tags on the skin. I understand that every possible caution will be taken to prevent this. Whiskers & Tails LLC has also explained the possibility of moisture causing mold, fungus or bacteria to build up under a heavily matted coat. This causes irritation to the skin. As the owner, I am responsible for the condition of my pet's coat. I agree to release and hold harmless Whiskers & Tails LLC in the event of any of the above.

Owner's Signature: _____

Owner's Printed name: _____

Whiskers & Tails: *Jared and Donna Jenkins*