

Client Grooming Agreement

No Interruptions

Serenity Grooming kindly requests that pet parents and family members refrain from interrupting the grooming process. When pets see or hear their family during grooming, they often become excited, anxious, or restless. This can increase the risk of injury as I am working with sharp instruments. It can also make the grooming process more stressful for them. You are welcome to check in before or after the session. However, during the grooming, please allow me to work with your pet one-on-one.

Exceptions: In some instances, such as with pets that have special needs, extreme anxiety, or when your presence may truly help them stay calm, I may request or allow a family member to be nearby. These situations will be handled on a case-by-case basis.

Same-Day Cancellations

Each grooming appointment is reserved especially for your pet, along with the time needed to provide them with the best care. When an appointment is canceled without at least 24 hrs notice, it leaves me unable to offer that time to another client. Therefore, same-day cancellations will incur a charge of 50% of the reserved appointment. It is the client's responsibility to keep track of their scheduled appointments; however, I will send a reminder the day before to confirm.

Appointment Times

An appointment time is an estimated arrival time. Arrival time can be up to a half hour after the scheduled time, as the house call service is subject to traffic delays or running over on a previous appointment. I will notify you in that case.

Aggressive Pets

The history of aggressive behavior must be disclosed before any grooming takes place. If your dog shows aggressive behavior, I will immediately discontinue service. However, if the groom can be safely performed using a muzzle, an additional handling fee will be added to the price.

Health Problems, Senior, And Special Needs Pets

Any medical conditions must be disclosed before the groom begins. Grooming procedures can sometimes be stressful, especially for a senior or ill pet, and may expose hidden medical problems or exacerbate existing ones during or after the grooming process. Because these pets have a greater chance of injury, they will be groomed for cleanliness and comfort. Serenity Grooming has permission to obtain immediate veterinarian treatment should it be necessary. It is agreed that the client will cover all expenses for vet care. The client may also incur a special handling fee in addition to the regular price of the groom.

Overly Stressed Pets

Should the pet appear overly stressed, the grooming session will be discontinued. I recommend that the pet grooming be done in two sessions, which will incur an additional fee.

Emergencies/Accidents

In the event of an emergency, and the owner is not home, the client authorizes Serenity Grooming to bring the pet to the nearest veterinarian to treat the pet as necessary at the client's expense

Mat Removal

Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter and can strangle the pet's skin or eventually tear it open. Serenity Grooming does not offer dematting, as this can be extremely painful for the pet. Be prepared for a shavedown if there is matting. Removing a heavily matted coat carries risks of nicks, cuts, or abrasions due to warts, moles, or skin folds that are trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin, allowing mold, fungus, or bacteria to grow, which can

cause skin irritation that existed before the grooming process. After effects of mat removal can include itchiness, hematomas, skin redness, self-inflicted irritations, or abrasions. Shaved pets are prone to sunburn and should be kept out of the sun or have sunscreen applied until their hair grows back. In some cases pet can exhibit brief behavioral changes. There will be an extra charge if your dog is matted or excessively knotted. Serenity Grooming will not be held responsible for any injuries or after-effects due to the mat removal.

Anal Gland Expression

Serenity Grooming does not offer anal gland expression; instead, this procedure should be performed by your veterinarian.

Parasites

If fleas or ticks are found on your pet, a flea shampoo will be used, and an extra charge will be applied. Ticks found will be removed, and an additional charge will be applied as well.

Payments

Payment is due at the completion of your appointment

Grooming Prices

All quoted grooming prices are estimates and may be adjusted based on the pet's coat condition, special handling needs, and its demeanor.

Photos/Videos

Photos/videos may be taken of your pet and used for Serenity Grooming's website, social media, or advertising.

Home Temperature Policy

For the safety and comfort of your pet and the groomer, please ensure your home is kept at a reasonable temperature during the grooming appointment. A

comfortable indoor environment (generally between 68°F and 78°F) is required to ensure your pet does not overheat or become chilled, and so the groomer can perform services safely.

If the grooming area is too hot, too cold, or otherwise unsafe, Serenity Grooming reserves the right to reschedule the appointment. A cancellation fee may apply if the appointment cannot proceed due to unsafe conditions.

Thank you for helping us provide the best care possible for your pet

Terms of Service Acknowledgment & Agreement

I, the undersigned, acknowledge that I have read, understood, and agree to the Terms of Service provided by **Serenity Grooming**. I understand that these terms govern the services provided and my responsibilities as a client.

I agree to abide by these policies and understand that failure to do so may result in the refusal of future services. _____

Client
Name: _____

Pet's Name (if applicable): _____

Signature: _____

Date: _____