

## OHANA PET GROOMING Client Information Sheet

Owner First/Last Name \_\_\_\_\_ Dog Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Numbers: Home \_\_\_\_\_ Cell \_\_\_\_\_ Work \_\_\_\_\_

Email Address: \_\_\_\_\_

Veterinarian Name and Number: \_\_\_\_\_

### Vaccinations

Rabies Date: \_\_\_\_\_

Bordatella(kennel Cough) Date: \_\_\_\_\_

Special Information (Seizures, allergies, etc.): \_\_\_\_\_

### **Please Read:**

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

I, the undersigned customer, do hereby entrust my pet(s) to Ohana Pet Grooming for the purpose of grooming my pet(s).

PET(S) AND GROOMER SAFETY - Your pet(s) safety is first at Ohana Pet Grooming. We will call your vet to make sure the vaccines are current. Rabies vaccination is required annually by the State of Ohio. DHLPP-Parvo & Bordetella (Kennel Cough) are needed for the protection of your pet(s). If no proof is provided by you, we will have to confirm vaccination with your Veterinarian BEFORE you leave your pet(s) at our facility. Due care will be taken with the pet(s) for the safety of the pet(s) and groomer. If it is necessary for the safety of the pet(s) and the groomer, muzzles and restraints will be humanely used and are acceptable. I am aware that if my pet(s) does not respond to the groomer and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers. For the pet(s) to properly respond to the groom it is essential that the pet(s) be alone with the groomer and clients will not assist in the grooming unless requested to do so. Customer assumes all liabilities, financial and otherwise, for the behavior and health of their pet(s). In consideration of the services rendered by Ohana Pet Grooming, Customer waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against Ohana Pet Grooming relating to the care, control, health, and/or safety of Customer's pet(s) arising during services performed by Ohana Pet Grooming.

**PET(S) HEALTH CONDITIONS - Allergies and Sensitivities:** Your dog's safety and comfort is our primary concern. Please 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 dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations. Ohana Pet Grooming understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well-being of the pet(s), we will not continue with any grooming procedure that will cause pain, discomfort to the pet(s) or harm to the groomer. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian. Ohana Pet Grooming/the groomer will be held harmless from damage, loss or claims arising from any known or unknown pre-existing condition of the pet(s). The terms, special services or handling shall include but are not limited to veterinary emergency services in the event that the client is not available. Client authorizes the groomer 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.

**FLEA or TICK INFESTATION/SALON SANITATION** - If fleas or ticks are found on your pet, Ohana Pet Grooming will treat with a flea/tick bath to eradicate the fleas and ticks in order to maintain salon sanitation. This is at the groomer's discretion and at the client's expense. No warning to owner is necessary for this action.

**MATTED OR NEGLECTED COAT AND SHAVEDOWNS OR CUSTOM CUTS** - Allowing a pet's coat to get matted is not only very UNCOMFORTABLE, but DANGEROUS for your pet's health. Excessive matting can be avoided with regular brushing and grooming and the groomer will be happy to show you some brushing techniques for mat prevention. The groomer will de-mat the pet (if possible) at \$1 per minute (minimum \$10) in addition to the regular grooming fee. IF the pet has to receive a "shave down" to remove the mats, we will attempt to call you and discuss the matter. You may still acquire a mat fee, due to dulling the blades more than a normal haircut. 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 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. I am aware that neglect of my pet's coat can be cause for problems after grooming such as clipper/brush irritation. Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts

