



#101 - 10029 – 97 Ave
Grande Prairie, Alta
T8V 0K8
780-538-1929

CLIENT GROOMING AGREEMENT

Owners Name (s): _____

Cell Phone: _____ Work Phone: _____

Emergency Contact: _____ Emergency Phone: _____

Dog's Name: _____ Breed/Mix: _____

Male / Female - Spayed / Neutered?

***Any health or behavioural issues we need to be aware of? Y / N If yes please explain**

Food Allergy Y/N If yes to what? _____

We like to treat the dogs with food rewards is this ok with you? Y / N

Gets along with other dogs? Y / N If no is it certain breeds, genders or all? _____

Veterinarian Office: _____ Preferred Vet: _____

AGGRESSIVE OR DANGEROUS PETS:

Owners MUST inform Canine Quest if your pet(s) bites, has bitten, or is aggressive to people, other animals or specific grooming procedures. Initial _____

Muzzles may be used if necessary. Muzzling will not harm your pet. Muzzling protects both the pet and the groomer.

If you would like to teach your dog to have a positive association with the muzzle please ask and one of our skilled trainers will be more than happy to help guide you.

Canine Quest reserves the right to refuse or stop services for aggressive pet(s) at any time before or during the grooming process. You will be charged for any services that have been completed. Initial _____

HEALTH, MEDICAL & SENIOR PETS:

Grooming may at times be stressful for a senior or pet with health issues. These pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. We have a tub ramp as well as a floor bathing system for dogs that cannot walk up the ramp. Rest time will also be incorporated into their groom as necessary.

For health and safety purposes we will not groom pregnant, nursing or in season pets.

If a health concern is to arise during the grooming process, you will be immediately notified by your pet stylist.

By signing this form, it is agreed that all medical expenses will be covered by the pet owner. Initial _____

We will do everything possible to contact you. It is your responsibility as the pet owner to ensure you are reachable **at all times** during your dog's groom. Initial _____

Canine Quest staff members are certified with Dogsafe Canine First Aid.

PUPPY'S & KITTY'S first GROOM:

We want your puppy or kitten to enjoy their first grooming experience. Therefore, we may only proceed with a minimal groom gradually adding steps to the process on a regular basis will help minimize any potential stress.

Owners can help with regular handling and brushing at home. If you would like a copy of our handling exercises please ask.

MAT REMOVAL:

Pets with matted coats need extra attention during their groom. Mats left in a pet's coat will only grow tighter causing the pets skin to strangle and possibly tear.

Mats can be difficult to remove and may require shaving to be removed safely. When necessary, removing a heavily matted coat includes risk of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats.

Heavy matting can also trap urine and moisture near the pet's skin allowing mold, fungus or bacteria to grow that can cause skin irritations that existed prior to the grooming process. See Mat Removal Form.

ACCIDENTS:

There is always the risk of an accident occurring during grooming. Grooming equipment is sharp and although we use extreme caution and care in all situations, possible problems can occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Initial _____

PARASITES:

If we *suspect* your dog has fleas, lice or ticks, you will be called immediately to pick up your dog to proceed to your veterinarian.

If your pet does have parasites, a \$40 fee will occur to sterilize the salon.

Initial _____

LATE ARRIVALS / NO SHOWS / Cancellations:

Please arrive at the agreed upon time to drop off your pet(s). If you are any longer than ten minutes late and you have not called in saying you were on the way or we can not get a hold of you, you will be considered a no show and your spot may be filled.

When a client no shows, the stylists lose out on income therefore no shows will no longer be tolerated.

No Shows and last-minute cancellations (less than 24 hrs notice) will be charged a \$25 fee and will be required to pay upon booking of any future appointments. Initial _____

EARLY ARRIVAL for PICKUP

We will call you once your pet is done being groomed.

If you arrive before the phone call to pick up your pet and they are still being groomed, please do NOT talk to them or allow them to see you, its best if you wait in your vehicle. They may become too excited to continue grooming in a safe manner. Initial _____

LATE PICK UPS:

Please arrive within 30 minutes of the time we call you to pick up your pet(s).

Initial _____

PLEASE PROVIDE PROOF OF VACCINATION:

We like to take our grooming dogs out for a bathroom break before and after their groom. However, if there is no proof of up to date vaccination we can not take them out.

GROOM & STAY: (If your dog is kennel trained)

If you cannot pick up your dog at the scheduled time we do offer day boarding for a \$15 fee. Depending on the time of the stay, and availability of space. **Proof of vaccinations must be provided for groom and stay clients.** Initial _____

EAR PLUCKING & ANAL GLANDS:

These procedures will be completed upon request only. Please ask your stylist at drop-off. Initial _____

NEED TO KNOW:

To make your pet(s) experience here as enjoyable as possible as well as our groomers, is there anything special we need to know?

I have read and agree to the grooming policies of Canine Quest.

Print Name: _____

Signature: _____

Date: _____

TRAINING:

We also offer training. If you would like information, please let us know.