



## NEW GROOMING CLIENT FORM

### PET PARENT AND GENERAL INFORMATION PROFILE

Pet parent name(s):					
Address:					
Mobile 1:		Mobile 2:		Home Phone:	
Email Address(es):					
How would you prefer to receive reminders and notifications?		CHOOSE ONE:    By Email    By Text    By Phone			
How did you hear about Loyl's? If referral, who?					
Would you like to join our monthly newsletter?		CHOOSE ONE:    Of Course    No thanks    I'll subscribe later			

### PET PROFILE

Pet's Name:				Sex of pet:			
Breed/Mix:				Approx Weight:			
Spayed/Neutered?		Yes    No		DOB or Birth Year:			

### VETERINARIAN'S PROFILE

Vet's Name & Phone Number:					
Vet's Address:					

### DIETARY PROFILE

Does your pet have any food allergies?		Yes    No		IF YES, PLEASE LIST ALL ALLERGIES BELOW.	
Food allergies:					
Can treats be given to your pet during grooming to reward/encourage desired behavior?		Yes    No    Maybe			
If Maybe, please elaborate:					

## MEDICAL PROFILE

Does your pet have any medical conditions?	Yes	No	PLEASE LIST CONDITIONS BELOW.
Medical conditions:			
Is your pet currently on any medications?	Yes	No	LIST ALL MEDICATIONS BELOW.
List of Medications:			

## GROOMING PROFILE

Does your pet have any sensitive areas (e.g. sanitary area, back, knee, etc.) or is your pet sensitive to any grooming procedures (e.g. ear cleaning, nail trimming, etc.)?	Yes	No
Area/Procedure:		
Does your pet become uncomfortable, aggressive, and/or scared during the grooming process?	Yes	No
What's the trigger?		

## GROOMING AGREEMENT

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### Vaccinations

All pets must have an up-to-date veterinary vaccination record on file for rabies, DHPP, and Bordetella before any grooming services can be performed. Vaccination records can be emailed to [groomery@loyls.com](mailto:groomery@loyls.com). Titer tests and special circumstances will be taken into consideration.

### Aggressive or Dangerous Pets

Pet parents must inform us if their pet bites, has bitten, or is aggressive to people, other pets, or specific grooming procedures. If it is necessary for the safety of the pet and the groomer, a muzzle may be used. We reserve the right to refuse, alter, or cease any groom in the event the groomer determines it is in the best interest of the pet or if the pet displays aggressive behavior. A handling fee may be charged in addition to the regular grooming fee.

### Matted Pets

Pets with matted coats require extra attention during grooming. If matting is minimal and the pet responds well, the groomer may brush out the pet for an extra fee. If mats cannot be removed in a timely manner or if the pet is in pain, we will contact you about a short haircut or shave. If pet parent does not provide permission for a short haircut or shave, pet parent must pick up their pet as-is. The risk of nicks, scratches, cuts, abrasions, clipper burn, brush burn, hematomas and related seeping, loss of hair growth, loss of skin pigmentation, etc. is greater on a matted pet and the pet's skin may be red, itchy, and/or irritated after grooming. In some cases, pets can also exhibit brief behavioral changes or self-inflict irritations after mat removal. Shaved pets may require sunscreen to prevent sunburn until the hair grows out sufficiently to protect the skin. We will not be held responsible for any injury sustained while grooming a matted pet including any after effects. Regular brushing at home and a consistent professional grooming schedule can help prevent matting.

### Senior Pets & Pets Health or Medical Problems

Pet parents will present a pet that is healthy enough to be groomed. Grooming may expose pre-existing health and skin problems. Grooming procedures can sometimes be stressful especially for senior pets or those with health problems. Senior pets will be groomed for cleanliness and comfort to not add to their stress. Any grooming that takes place on senior pets, frail pets, matted pets, pets with neglected coats, pets possessing mild to severe skin allergies, anxious or nervous pets, self-destructive pets, or pets with health conditions, known or unknown to pet parent, is at the pet parent's risk.

## GROOMING AGREEMENT - CONTINUED

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### Accidents

Even though our groomers use extreme caution and care, possible issues could occur including nicks, cuts, and scratches as sharp grooming equipment is being used on a live animal. In most cases, this can happen when a pet does not remain still during grooming. If you arrive to pick-up your pet and it is still being groomed, please do not attempt to interact with your pet or the groomer and do not allow your pet to see you. Excited pets move more and this increases the risk of injury and the time to complete the groom.

### Fleas & Ticks

If your pet has any signs of either fleas or ticks, we will administer a flea/tick bath to eradicate the fleas/ticks in order maintain groomery sanitation. This is at the groomer's discretion and at the pet parent's expense. Pet parent understands an additional fee will be charged.

### Veterinary Care

If pet parent cannot be reached immediately, pet parent authorizes us to seek emergency veterinary care while the pet is in our care, at pet parent's expense, if deemed necessary by our team for the health and wellbeing of pet.

### Hold Harmless

Pet parent (or pet parent's agent) agrees to hold Loyl's, its owners, employees, officers, and directors harmless from any damage, loss, or claim arising from any condition of pet(s), either known or unknown, to Loyl's. Pet parent agrees to be responsible for all property damage or injury to a person caused by their pet. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will override any and all prior signed contracts or releases. It is further understood that this clause applies to any and all pets groomed at Loyl's.

### Grooming Fees

Pet parent understands that all quoted grooming prices are estimates and may be increased or decreased based on coat condition, skin conditions, special handling needs, behavior of pet, or other special requests made by pet parent.

### Grooming Adjustments & Fixtures

Pet parent can request grooming adjustments and fixtures within twenty-four (24) hours of paid services at no extra charge. The re-groom must occur no later than five (5) days from the date of the original visit. Requests made after this period will incur additional fees. No refunds will be offered for grooming services. All adjustments and fixtures will be for grooming only – bathing is not included. Any bath services will be at the regular bath rates applicable to the pet.

### Cancellations & No-Shows

Since we offer by-appointment grooming, we encourage all pet parents to be time sensitive when dropping off and picking up their pet. In order to respect the groomer's time, pet parents are subject to a \$20 fee per pet if they no-show or cancel with less than 24-hours notice. This fee will be added to your next ticket. We understand that there may be emergency situations and will try to work with you, but not on a continued basis. Please note that clients who are 15 minutes late risk losing their appointment without notice.

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**I HAVE READ AND AGREE TO THE POLICIES OF LOYL'S NATURAL PET GROCERY & GROOMERY.**

Pet Parent Printed Name			
Pet Parent Signature		Signature Date	