

THIS CONTRACT MUST BE COMPLETED PRIOR TO ANY SERVICES BEING PERFORMED ON YOUR PET(S). THIS CONTRACT IS IN EFFECT FOR ALL PETS IN YOUR HOUSEHOLD, AND ANY FUTURE APPOINTMENTS YOU BOOK WITH PRIMPED AND PAWLISHED LLC. NO SERVICES WILL BE PERFORMED UNTIL THIS CONTRACT HAS BEEN SIGNED.



VACCINATION PROTOCOL:

I understand that Texas is still considered an active rabies state and Primped and Pawlished LLC must legally require proof of rabies vaccine for services. Should any incident occur while grooming/bathing services are performed; I, the pet parent, will be financially responsible for all veterinary and state rabies requirement and quarantine fees.

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PET AND PROVIDER SAFETY:

Primped and Pawlished LLC's main concern will always be the safety of your pet and the groomer. For liability and safety reasons, no one other than the groomer and pet being serviced will be allowed in the van during the grooming process. Primped and Pawlished LLC reserves the right to refuse services to aggressive, overly stressed or combative pets. I understand that occasionally the use of muzzles and other safety items will be needed. They will be utilized in the most humane way, only when absolutely necessary, to prevent injury to both animal and groomer. Should any animal become too aggressive, too stressed or too combative to begin or complete services on, I, the pet parent, will be financially responsible for the trip fee and/or services provided which shall be no less than \$50.00 to cover the fees for trip, gas, and employee time.

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GROOMING INJURY:

Primped and Pawlished LLC and its groomer, Raychel Sherman, will always provide exceptional care and use all safety precautions for pets. Although it is extremely rare, accidents can happen. Even the most calm dog can jump, shift, or pull away at an inopportune time causing nicks, cuts and/or irritation from clippers, shears, and/or nail trimmers. Should a minor incident occur, most likely the service will be completed and you will be fully informed when your pet is returned. Primped and Pawlished has the right to refuse service on any pet that is deemed too high risk for services. I, the pet parent, understand that I will assume all other financial liability for any injury that requires any veterinary or additional treatment.

_____ Initial

PET HEALTH CONDITIONS:

Primped and Pawlished LLC asks that pet parents please inform the groomer of any health conditions your pet may have, regardless of age. Occasionally grooming can expose or aggravate a current medical condition. I understand that Primped and Pawlished LLC reserves the right to stop services immediately should my pet become too stressed, or become ill while services are being performed. Should this occur, I, the pet parent, will be

financially responsible for the trip fee and/or services provided which shall be no less than \$50.00 to cover the fees for trip, gas, and employee time.

_____ Initial

NEGLECTED/MATTED COATS AND/OR NECESSARY SHAVEDOWNS:

Matting is very unhealthy for your pet and can cause several health issues. Dogs with matted coats will require special attention. If the matting is minimal and the dog responds well, the groomer may de-mat at a charge of \$2.00/minute. De-matting is a slow and typically painful process for your pet. If the matting is severe, the most humane way to remove the mats is by shaving the pet. With matted pets there is a greater risk of injury, including nicks, cuts, or razor burn. In addition, the skin may appear red, itchy or irritated due to the lack of oxygen to the skin under the mats. Every effort will be taken to make sure your pet is groomed as safely and carefully as possible. I, the pet parent, assume full liability and financial obligation for additional veterinary or care costs due to any issues that may occur from services due to a matted and/or neglected coat. If my pet is matted I understand additional fees will be added to my bill and agree to pay them.

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PUPPY GROOMS:

Primped and Pawlished LLC is happy to introduce your new pet to the grooming/bathing process. We only recommend scheduling a puppy that has fully completed the full 3-4 sets of proper vaccination series. It is recommended to wait 1-2 weeks following the last vaccinations to ensure any illness or reactions to the vaccines has had time to pass. Keep in mind that puppies that have never been groomed, or have little/bad experience with the process will take longer to groom. The groomer will start them out with good experiences so that they do not learn to fear or have anxiety about the process. Please remember this means the groomer will do the absolute best she can, but will not force your puppy to become stressed out and risk injury. I, the pet parent, understand that the grooming service will improve each time as my pet becomes better adapted to the process.

_____ Initial

SENIOR/SPECIAL NEEDS PETS:

Grooming senior or special needs pets can be very stressful to the pet. The groomer, Raychel Sherman, will work very hard to make the grooming experience as comfortable as possible. In order to accomplish this, she will groom for the pets comfort and cleanliness. The groomer will only groom what your senior pet will allow to do comfortably. The cut (if applicable) will be in a style that will cause the least amount of stress as possible. Should we arrive for services and the pet is too ill, cannot stand, etc., the \$50.00 trip fee will still apply. I, the pet parent, will be responsible financially and otherwise, for any additional health costs occurring due to illness or age related issues.

_____ Initial

DEPOSIT/PAYMENT/CANCELLATION/NO-SHOW POLICIES:

Primped and Pawlished LLC requires a deposit of \$50.00 to schedule services. This fee will go towards the services provided on the service date. Payment will be due in full when services are rendered. In the rare case of any software/hardware/internet service being down, you will be billed and agree to submit payment immediately upon invoice.

Should you need to cancel and/or re-schedule an appointment, we require at least 24 hours' notice to do so. Should the appointment not be cancelled and/or re-scheduled within the 24 hour prior time frame, your \$50.00

deposit will be forfeited. It is YOUR responsibility to remember your appointment and/or to inform us of any changes you need to make. No refunds will be made if you do not cancel/change appointment without 24 hour notice (this includes if you schedule an appointment for services with less than 24 hours to do so).

Should we arrive for services to be performed and no one is at home, the \$50.00 deposit will be applied as a no-show charge.

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SERVICE TIME:

Primped and Pawlished LLC and it's groomer, Raychel Sherman, provide high quality service. The groomer will take whatever amount of time is necessary to keep your pet happy while making them beautiful. As time required will vary with each individual pet, we cannot guarantee a faster finishing time than what has been booked. We ask that you make sure you will be available for at least the time allotted during booking. Should you ever require a specific allotted time frame, please contact us directly so that we may try to accommodate your wishes.

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PHOTOS/VIDEOS OF YOUR PET:

Raychel Sherman, groomer of Primped and Pawlished LLC, takes pride in her work and of the beautiful pets she grooms! Raychel will often take photos and/or videos of your pets during their services. The images taken may be used for the website, on social media, and possibly even for marketing and/or advertising purposes! I, the pet parent, understand and agree to the photo release of my pet(s).

_____ Initial

OR

_____ Initial here if you do NOT agree to the photo release of your pets

I understand that this contract will apply to all of the pets in my household, and has no expiration date. I have been made aware of all policies, including the deposit, payment, cancellation, and no-show fees; and agree to follow protocol as asked per Primped and Pawlished LLC. I will not hold Primped and Pawlished LLC or it's employee financially, or otherwise liable for any incident, injury, or illness as explained above.

Printed Name

Date

Signature