



Owner's Name: _____

Pet(s) Name: _____

Current Vaccinations: By signing this agreement, owners verify their pets are current on the following vaccinations:

1. Rabies Vaccination – for cats and dogs
2. DHL/P/P – for dogs only
3. Bordetella or Kennel Cough
4. Feline Distemper/Upper Respiratory - for cats only

Veterinarian name and phone number: _____

Mat Removal: My de-matting policy is hard and fast, there is no negotiating with this policy. De-matting causes pain to your animal, there is no product or technique that makes this process easier. If you are unsure about how to maintain your pets coat I can show you how. **REMEMBER IF I WONT DO IT TO SONNY I WILL NOT DO IT TO YOUR PET!**

Ear plucking: There are many different opinions on ear plucking depending on which vet you talk to. My policy is I do it when necessary. There are no products or techniques that make this a pleasant experience for your pet, IT HURTS. If you insist on it being done at every visit then you will take responsibility for any irritation or infections that may occur. I will not do anything to your pet that causes unnecessary stress. If your pet does not reasonably tolerate the process, you will have to seek this service through your veterinarian.

Anal glands: We no longer offer this service. This is a medical procedure that needs to be done at your Veterinarian. I can cause more damage than good by doing external anal gland expressions. My job is what I can see; coat, skin, nails and ear leather. The Veterinarian's job is everything else. I can provide you with literature to support this policy.

Cage dryers: Sonny's Spaw employs the assistance of cage drying. We do not use heat, and our timers are set at 20 minute intervals. Cage drying can be a valuable tool for senior and high stressed pets. The hand dryers are loud and some pets are not able to handle the stress of hand drying. Please let us know if you do not want your pet put in a cage dryer. If you decline the cage dryer and your pet is too stressed for the force dryer, you understand they may not be 100% dry to accurately finish the groom.

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp and even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches and razor burn. In most cases, this can occur when a pet is wiggling or moving or if the hair coat is excessively dirty or matted. If veterinary care is needed, we will advise you of the best course of action.

Health, Medical Problems and Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet. If your pet is sick or has any preexisting condition that may cause him/her to be stressed for the grooming process they may be denied service. This stress can expose hidden or pre-existing problems or aggravate a current problem during or after grooming. The presence of an overgrown coat or severe matting can mask skin disorders, such as infection and/or hot spots. We will call you should the groomer feel that your dog's coat or skin problem requires additional treatment. Sonny's Spaw will make every effort to make sure the grooming experience is as relaxing as possible and will watch for any signs of stress. If at any time, your pet should need immediate Veterinary attention, we will do our best to contact you (the owner). If necessary we will bring your pet to the closest veterinarian for immediate treatment. By signing this agreement, Sonny's Spaw has permission to obtain immediate veterinary treatment for your pet if deemed necessary. Any charges related to such treatment shall be paid by the owner.

Please list any medical conditions your pet has:

Fleas and Ticks: Any pet that comes into salon with fleas will be given a flea bath at the owners' expense. Flea baths are \$10 for small to medium pets, \$20 for larger dogs. Tick removal will be \$5 per tick. If your pet comes in with fleas more than twice they will be denied service until proof of veterinary assistance is provided. Fleas can be prevented, ask me how!

Grooming leads: Sonny's Spaw uses grooming leads while in the bathtub and on the grooming table. If your pet has any sensitivity around their neck please let us know so that we can adjust the lead to fit accordingly.

Muzzles: Sonny's Spaw reserves the right to cloth muzzle your cat or dog if your pet becomes aggressive or poses a threat to our staff. We assure you, cloth muzzles are safe and do not restrict the flow of air or oxygen to your pet. In some cases, it may be necessary to apply a cloth muzzle to bathe your pet. This procedure will only be used if the situation requires it. Your pet will never be left unattended wearing a muzzle, and will only wear one when absolutely necessary.

Medications and Tranquilizers: Your veterinarian may suggest a stress-reducing tranquilizer be given prior to grooming or bathing. We recommend a test run be done at home for the initial dose to make sure there is not a negative reaction to the medication. Please let us know if you are interested in a natural alternative. We do not personally sedate dogs in any way here at Sonny's Spaw. Also, we will not groom a dog that is medicated with Acepromazine.

Puppy 101: The first grooming experience for a puppy requires patience and understanding. Puppies should begin their first grooming experience after receiving their last set of vaccinations and given the okay from your veterinarian. Sonny's Spaw will try to make your pets' first grooming a great experience; we usually will only do a small amount of grooming. This will allow your puppy to get used to the sounds of the clippers and the routine of bathing, fluffing and clipping. Typically, the first groom will include a sanitary trim, eye hair trimming, trimming of the feet, nail trim and a bath. We usually will not perform a whole body grooming on the first visit. Gradually adding steps to the grooming process on a regular basis will help to minimize any stress and help to make the grooming process a very positive experience. Owners can help their puppies by regularly massaging their feet, looking into their ears, as well as brushing and combing their coats.

VIP, No Shows and Cancellations: One no-show will require payment of missed appointment and pre-payment before another appointment can be made. If you are on the VIP schedule and you no show once you will lose the rest of your appointments for the year. If you need to cancel or reschedule, please let us know within 24 hours. Please note, requested changes cannot be guaranteed. No-show is defined by no-show, no-call for appointment, or more than 15 minutes late for appointment without communication with Sonny's Spaw.

Time spent at Sonny's Spaw: We make every effort to get your pet back to you as soon as possible. Please allow for your pet to be here for 2-3 hours (more for large pet families). I do not do speedy grooms, nor do I groom one dog at a time. If you require your pet done faster than the allotted time or are worried about leaving them, I do offer an express service at a 20% markup on the total groom and this will need to be scheduled in advance.

Hold Harmless Agreement: *By signing this contract, you agree to hold Sonny's Spaw, its owners, operators, employees, officers and directors, harmless for any damages or claims arising from any condition of the undersigned pet, either known or unknown to Sonny's Spaw. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contract or releases.*

I have read and agree to the policies of Sonny's Spaw for my pet(s). A copy is available upon request for your records.

Owner's Signature: _____

Owner's Best Phone #: _____

Owner's Best Email: _____

Date: _____