



PawsitiveImage

Pawsitive Image Grooming Spa- New Customer Form

Customer Information:

Name:

Phone Number:

E- Mail:

Pet Information:

Pet Name:

Pet Breed:

Proof of Rabies (Please provide a copy of your pet's rabies vaccination certificate):

Terms & Conditions:

By signing below, I acknowledge that I have read and understood the terms and conditions of Pawsitive Image Grooming Spa.

By providing your phone number and signing this document, you are opting in to receive text messages from us, unless you check the box to opt-out. Please note that messaging and data rates may apply. You can opt-out at any time by replying STOP to any of our messages. For more information, simply reply HELP. Please feel free to reference our Privacy Policy on our website.

OPT-OUT to receiving Text Messages / SMS communication

Signature:

Date:

Thank you for choosing Pawsitive Image Grooming Spa!

Pawsitive Image Grooming Spa - Terms and Conditions

1. **Appointment Policy:**
 - All grooming appointments must be scheduled in advance via call, email, or text message.
 - A confirmation will be sent prior to the scheduled appointment.
2. **Payment Policy:**
 - Payment is due at the time of pet pick-up.
 - We accept cash, credit cards, and other forms of electronic payment.
3. **Cancellation Policy:**
 - Cancellations must be made at least 24 hours prior to the appointment time.
 - Cancellations made within 23 hours of the appointment will incur the following fees:
 - First cancellation/No show: No charge
 - Second cancellation/No show: Half the price of the quoted grooming
 - Third No Show: Full price of the quoted groom
4. **Proof of Vaccination:**
 - Proof of Rabies vaccination is required for all pets prior to grooming services.
5. **Behavioral Policy:**
 - The groomer reserves the right to deny service to overly aggressive, difficult, or cautious pets to prevent injury to the groomer or the pet itself.
6. **Drop Off, Pick Up, and Late Arrival Policy:**
 - Pets must be dropped off and picked up by their scheduled appointment time.
 - A 10-minute grace period will be allowed for late arrivals.
 - All pets are required to be leashed upon drop off and pick up.
 - Once grooming is complete, the owner will be notified.
 - Owners must pick up their pet within 1 hour of notification. Failure to do so will result in a \$20 fee.
7. **Health and Safety:**
 - All pets must be up-to-date on vaccinations, including rabies, before receiving grooming services.
 - Pets showing signs of illness or parasites may be refused service for the health and safety of all animals in our care.
8. **Incident and Injury Policy:**
 - In the event of an incident where a dog is hurt during grooming, the owner will be notified immediately.
 - It is the owner's responsibility to seek veterinary care for their pet within 2 days of the incident.
 - The owner must provide medical documents from the veterinary clinic to Pawsitive Image Grooming Spa within 10 days of the incident.
 - In the event of a dire incident where a dog is severely injured during grooming, and if immediate veterinary care is necessary, the owner gives permission to the groomer to take the dog to the nearest veterinary clinic.
 - The owner will be notified immediately in such cases.
9. **Customer Satisfaction:**
 - We strive to provide excellent service and satisfaction to all our customers. If you have any concerns or feedback, please don't hesitate to contact us.
10. **Liability Waiver:**
 - By signing below, I acknowledge that I have read and understood the terms and conditions of Pawsitive Image Grooming Spa and agree to abide by them. I release Pawsitive Image Grooming Spa and its staff from any liability arising from grooming services provided to my pet.

Signature: _____

Date: _____

Thank you for choosing Pawsitive Image Grooming Spa!