

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. If you arrive to pick up your pet and it is still being groomed, please do NOT talk to it or allow it to see you. Sit quietly, or step outside for a few moments. Every effort will be made to insure your pet is groomed as safely as possible; however, some pets may have reactions to grooming products or procedures such as shaving, ear plucking, etc.

Parasites: If fleas or ticks are found on your pet during the grooming process, your pet will be treated with a Flea and Tick shampoo to kill the parasites and you will be charged an additional fee. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest you have your pet tested for Lyme disease. Please note that parasites are a health hazard to your pet as well as to humans.

Cat Grooming: Cats will be groomed by appointment only. Cats can be very sensitive to the grooming process and become easily stressed. Your groomer has the right to discontinue grooming or refer you to a vet if it is deemed too unsafe to groom your cat.

No-Shows & Cancellations: No Shows and last minute cancellations are subject to a \$20.00 FEE PER PET which will be added to your next ticket. Pre-Payment for same will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continued basis. Please be respectful of our time as we are a byappointment business, and another client could have taken your appointment if we had known. Note: Clients 15 minutes late risk losing their appointment without notice.

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold Village Pet Spa, LLC its owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Village Pet Spa, LLC. 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 contracts or releases. It is further understood this clause applies to any and all pets groomed.

I have read and agree to the policies of Village Pet Spa, LLC.

Name _____

Phone: H: _____ C: _____

Date _____

Pet's Name _____ Animal Hos. _____