

## Grooming Consent Form

Date:



### *Thank You!*

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Thank you for choosing Head To Tail Pets to be your pet's groomer.

Your pet is very important to us, and we would like to assure that every effort is made to make your pets grooming experience as safe and pleasant as possible.

In order to maintain a safe & comfortable environment, we do require **all pets** to be up to date with their vaccinations.

Please take 5 minutes to complete the below form, and read over our terms of service.

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### *Owner Contact Information*

Name	
Street Address	
City, State, Postcode	
Phone (landline)	
Phone (mobile)	
E-Mail Address	

### ***Pet Details***

Name	
Sex	
Breed/Type	
Colour	
Age	
Distinguishing Features	
Weight (kg)	
Date of Last Groom	
Date of Last Vaccination	
Type of Flea Treatment Used	
Date of Last Flea Treatment	
Type of Intestinal Worming Used	
Date of Last Worming Treatment	
Behavioural Issues? Please List (barking, aggressive, nervous etc)	
Medical Conditions/Medications? Please List (smelly breath, itchy skin, epilepsy etc)	
Joint Problems/Stiffness?	
Is There Anything Else We Should Know?	

### ***Veterinary Details (in case of emergency)***

Clinic Name & Address	
Treating Vet	
Clinic Phone Number	

If your regular vet is unavailable, Head to Tail Pets reserve the right to seek treatment at Mira Mar Veterinary Hospital.

### ***Grooming Instructions***

I request that grooming be completed in accordance with the instructions outlined below and understand that whilst every effort is made to produce the desired visual effect, the final outcome may not be as I had visualized:

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## Terms of Service

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### Medical Conditions or Senior Pets

Grooming procedures can sometimes be stressful, especially for a senior pets or pets with health problems. Grooming can expose hidden medical problems as well as aggravate an existing one, whether it be during or after the groom.

Because senior pets and pets with health problems have a greater risk of injury, these pets will be groomed for comfort and cleanliness, as Head To Tail Pets will not compromise any pet's health and/or wellbeing to achieve "the perfect groom".

The pet owner will advise Head To Tail Pets of any medical, physical or emotional issues, allergies, sensitivities, or pre-existing conditions. These conditions may include, but are not limited to, prior surgeries, hip and/or joint issues, warts, moles, ear infections or skin problems.

The owner will also inform Head To Tail Pets of new conditions as they arise.

Head To Tail Pets will not be responsible for accident or injury to elderly or health-compromised pets during their grooming. By signing below, the owner agrees that Head To Tail Pets has permission to groom their senior or health-compromised pet, and has discussed any and all (past and present) health problems to the best of their knowledge.

### Fleas

If fleas are found on your pet, Head To Tail Pets will give a one off flea treatment (Capstar) at an additional minimum cost of \$15. This cost covers the medication and administration to ensure our grooming salon is free of active parasites.

Capstar kills the fleas on the pet only. If there are fleas in the home area, the treatment will not protect your pet once they leave the establishment.

### Matted Pet Policy

Pets with matted coats will require extra attention. If the matting is deemed minimal by our groomer or store manager, and the pet responds well, we may brush them out for an additional fee (\$10-\$20 based on the size of the pet). However, if we do not believe we can remove the mats in a timely manner or we feel your pet is in pain, we will not continue and will short shave.

We firmly believe that grooming should be an enjoyable experience and will not put your pet through the discomfort of unnecessary de-matting.

We will notify you before short shaving your pet. If permission to short shave is denied, the groom will not be completed and you must collect your pet as they were left.

There is a greater risk of nicking, scratching, cuts etc, during the grooming process. In addition, the skin may appear red, itchy and irritated due to the lack of oxygen reaching in and under the fur.

Head To Tail Pets will not be held responsible for any injury sustained while grooming a matted pet, including any after effects.

Our groomer and store staff will be more than happy to demonstrate effective brushing techniques for matting prevention.

### Accidents

Although accidents are very rare, there is always a risk when dealing with pets.

Grooming equipment can be sharp, and although we use extreme caution and care in all situations, possible accident could occur including cuts, nicks, scratches, quicking of nails etc. In most cases, this can happen when a pet is wiggling or moving around.

Any incident, no matter how small, will be communicated to the pet owner.

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If necessary, Head To Tail Pets will transport your pet to the nominated Veterinarian. Any veterinary bills resulting from a pet being matted, elderly, aggressive or difficult temperament, or from a pre-existing or unforeseeable condition will be the sole responsibility of the owner.

Your pet's safety and comfort is our number one priority. Therefore, if our groomer feels that your pet's safety will be compromised they will cease the groom and notify you immediately. In the event that an accident does occur, you will be notified.

### **Muzzles**

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal allowing the grooming process to continue. If your pet acts in a manner that our groomer feels is dangerous, Head To Tail Pets has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to.

### **Dangerous/Aggressive Animals and Behavioural Issues**

The owner **must** inform Head To Tail Pets if your pet bites, has bitten before, is aggressive, unpredictable and/or has any other behavioural issues, including nervousness. If the owner fails to notify us of any potential danger or behavioural issue, you can and will be liable for all medical fees, out of work compensation, as well as any and all property damage.

We will make every reasonable attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves, other pets or our groomers.

We reserve the right to muzzle any pet for their safety and ours.

**Extremely aggressive or unruly pets will not be groomed.** If a dog is felt to be exhibiting behaviour that is unsafe, it may be in the best interest of the pet that the groom be stopped. A fee will be charged dependent on work completed up to that point.

All bites are subject to notification of local authorities.

Head To Tail Pets has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during or after grooming.

We will never sedate your pet.

### **Late Pick Up**

When dropping off your pet, you will be advised of a timeframe we anticipate completion of services. Please keep in mind that grooming can be a very time consuming and unpredictable process depending on pet's behaviour, as well as condition of the coat, and when clients arrive for the appointments.

We will do our best to manage to the approximated time given, but please understand that factors outside of our control can influence how long the process may take.

**All pets brought in for grooming must be picked up within one hour of the time the client is informed the pet is ready. Pets remaining after that time will incur a fee of \$15.**

We do not hold responsibility for anything that happens to your pet whilst awaiting collection.

Unfortunately, we cannot keep pets that are noisy longer than their grooming time. All pets that have been classified as noisy will be groomed within 3 hours and **must** be collected within 30 minutes of call time.

### **Satisfaction**

Your satisfaction is important.

If you are unhappy for any reason, and would like something adjusted, we will be happy to work with you when you pick up your pet from their appointment. However, once you take your pet home, we will only return accept visits for adjustments 24 hours after your appointment. Any adjustments requested after this time will be charged a grooming fee.

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**Head To Tail Pets may take pictures of your pet before and after grooming for website, advertising and education.**

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### **Agreement**

By signing below, you indicate that you understand and agree to our terms of service. You also agree that you release Head To Tail Pets, its owners, employees and affiliates from all liabilities, expenses, damages and costs resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward.

Owners Name (printed)	
Owners Signature	
Pets Name	
Date	