



**AUNTY VIVS  
DOGS**



# Client Agreement Form

All clients utilizing the services of Auntie Vivs must agree to the following terms:

## ***Pricing***

While we make every effort to be as accurate as possible, all prices are estimates only and may vary based on coat condition and pet behavior. Our grooming prices include approx 2 hours of on-on-one care for smaller dogs, and approx 2.5 hours for larger dogs. You will be given a specific pick-up time at drop off, which must be adhered to to ensure a relaxed environment and to maintain the one-on-one service promised for each booking. We do not rush our grooms and prefer to give breaks to your doggo between treatments to play and relax. Any time after this, via previous request, will be charged at \$10 per hour of care. Late pickup without prior notice is charged at \$10 per 15 minutes.

## ***Cancellation/ No Show/ Late Arrival***

We require 24 hours notice of cancellation or amendment to appointment, or additional fees will apply. Late arrivals will not extend the pick up time, grooms will be adjusted to remaining time available. Early drop-offs, without prior request, will not be accepted. Late pickups beyond specific time given and agreed to at drop-off will be charged an extra \$10.00. If you require earlier notice of pickup time, please send current photos of doggo with explanation of current coat condition and preferred styling

## ***Payment***

Credit or Debit Card or Cash only, payable at time of service

## ***Pet Behavior***

We do our best to make the grooming process as stress-free and fun as possible. If we cannot finish your pet's groom for any reason, such as acts of aggression, extreme anxiety, or other unsafe conditions that may impact our ability to groom, we will end the appointment early and charge for any services completed. The additional grumpy dog payment will be applicable

## ***Veterinary Care***

Clients must inform us of any medical conditions or behaviors that may impact our ability to groom. Occasionally, grooming can expose a hidden medical problem or exacerbate an existing one. And because of the nature of working with dogs, accidents such as nicks and cuts can sometimes occur. We are trained in animal first aid, but if a situation arises that is an emergency, the client grants permission for us to seek veterinary care. The client agrees to assume financial responsibility for veterinary services.

**Fleas**

All pets receiving services should be on flea treatment. You must let us know prior to arrival if doggo may have fleas, as this involves doggo being carried directly in to bath. Dogs found with fleas will require a mandatory flea wash at extra cost. Additional charges are also applicable for the treatment of our equipment to prevent spread.

**Vaccinations**

The dog's vaccinations and deworming must be up to date. Records may be requested at time of booking

**Senior Pets**

We absolutely love our senior dogs! Because geriatric pets may be especially prone to conditions that make the grooming challenging, we opt to make the grooming as quick and painless as possible. In keeping with humanity over vanity, this may result in a less polished look. Please read and sign Senior Doggo intake form

**Matting/ Knotted Dogs**

Matting refers to densely tangled clumps of fur in a pet's coat. Sometimes severe matts form in the undercoat close to the skin and are not noticeable because of a heavy outer coat. Both matting and dematting can be painful for your pet. While we strive to comb out a few minor knots only if the doggo allows- moderate and severe knots and matting will require shaving under the tangle for the comfort of your pet. There will be additional charges for matted pets, as there is greater risk of injury, wear and tear on equipment, discomfort of the dog, and emotional fatigue of the groomer. The removal of matting can sometimes reveal or create skin issues such as redness, itchiness, abrasions, bald spots, nicks, irritations, fungal infections and ear hematomas. In some cases pets may also exhibit brief behavioral changes. The client assumes all responsibility for these conditions. Please read and sign Matting intake form if applicable.

**Marketing**

By booking in you are agreeing to the use of pictures and videos of your pet being used for professional advertisement on social media

**Print Name** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_