



Grooming Contract & Cancellation Policy

We are so happy you have chosen Pet Palace Resort & Spa for your furbaby's grooming needs! All grooms are BY APPOINTMENT ONLY and are allotted time for our groomers based on your furbaby's specific breed needs. Please arrive 5 minutes prior to your appointment time but Oops! if you are late, please understand it pushes back the other scheduled appointments for those arriving on time and there will be a late charge of \$20 applied. Anything over 15 minutes is considered a No Call/No Show and will be charged the full groom price and rescheduled. With that being said, we must have a credit card on file. The good news is, if you need to cancel or reschedule, you may do so three OPEN business days prior to your scheduled appointment. Weather conditions and up to date vaccinations do apply as well. It is also the owner's responsibility to provide current vaccinations two weeks prior to scheduled appointments. We NEVER want to charge if we don't have to but want to be considerate to all our furry friends and especially our groomers. Once grooms are completed, pick up is within half an hour; otherwise, a daycare charge will be applied as space is allotted for each groom appointment time only. In the event, damage is done to groomers' tools by your furbaby while grooming, a charge will be added as well. Thank you and we appreciate your understanding and compliance.

Don't forget, please reschedule or cancel three open business days (Monday - Friday) prior to the grooming appointment. This way we have the opportunity to get other furbaby's in! **Keep in mind when canceling/rescheduling, our office is closed weekends & most major holidays.**

I have read this agreement on this date, _____,
understand its terms and conditions and agree to provide required information
and sign freely.

Credit Card Number _____

Expiration Date _____ CCV _____

Name on Card _____

Signature _____



Absent Owner Treatment Consent Form

To be filled out by the Owner and used in case their pet(s) need(s) emergency care while staying at Pet Palace Resort & Spa II.

Owner Name _____

Phone # _____

Address _____

City _____ State _____ Zip _____

Contact Phone Number(s) while you are away:

(_____) _____, (_____) _____

PLEASE CHECK ONE OF THE FOLLOWING STATEMENTS:

(_____) Pet Palace Resort & Spa II is responsible for my pet(s) while I am away and will be able to make ALL DECISIONS regarding veterinary care OR

(_____) Pet Palace Resort & Spa II is responsible for my pet(s) while I am away. For decisions regarding veterinary care, I wish to be contacted. If I cannot be reached, I appoint the following person to act on my behalf:

Name _____

Phone # _____

FINANCES:

(_____) I authorize any amount necessary for the treatment of my pet(s) OR

(_____) I authorize a maximum of \$ _____ to be used towards my pet(s)' care.

Credit Card # _____ Expiration Date _____ CCV _____

Name on Card _____

Owner Signature: _____



Matted Fur Release Form

Your furry companion's comfort and well being are important to us and we know you feel the same way too. There are times that our furry friend's coats can become matted and we want to make sure you have all the necessary information and resources to help maintain their coats and give them a positive groom experience. Mats are those tight knots of fur at the skin that restrict blood flow and movement. Even with brushing, if not using the proper tools, mats can be brushed over and continue to worsen. In those instances, it is impossible for the groomer to completely dry and brush out mats because it can be too painful for the dog to tolerate the brushing session. The worst way to remove the mats is with scissors as this increases the risk of cutting your dog with sharp scissors. Therefore, groomers are often left having to shave out the mats with clippers and are only shaving them to maximize the comfort of your pet and for safety reasons.

At times, the act of shaving mats may reveal pre-existing injuries such as inflammation, skin infections, and blood circulation problems. Also, there is a possible chance your dog could develop a hematoma; especially around the ears. Your groomer will let you know if they spot any of these symptoms after your groom and answer any questions you may have. In the event of matting that may require additional time during the groom process, an additional matting charge may be applied.

Please sign here acknowledging that you are aware of the mats and that your groomer may have to shave them out which could result in an extremely short haircut and that hematomas and ways to prevent them were discussed.

Signature of Owner: _____

Date: _____



Flea Policy

Here at Pet Palace Resort & Spa II, we strive to maintain a safe, clean, and pest-free environment for your furry companion and have established the following Flea Policy:

Prevention is key so we strongly recommend year-round flea prevention. For long-term flea control and safety, always consult your veterinarian to choose the right treatment for your pet, especially since some shampoos and dips can have dangerous interactions with other medications or products. If using a topical flea and tick treatment, please bathe your pet before applying any treatment and ensure the coat is completely dry before any flea application. MAKE SURE TO APPLY IT AT LEAST 48 HOURS BEFORE A GROOMING APPOINTMENT TO PREVENT WASHING IT OUT.

If fleas are found during any portion of the grooming process, we will proceed with immediate treatment to prevent infestation in our facility and a mandatory cleaning fee of \$20 charged, which covers specialized flea shampoo, additional cleaning and sanitization time and pest control treatment for affected areas.

In the case of severe infestations, we reserve the right to refuse service until the issue is managed, in order to protect other pets and staff. You will be notified immediately and referred to a veterinarian for further treatment and a mandatory \$20 cleaning fee charged.

Pets found to have repeated flea issues may be required to provide proof of ongoing flea treatment administered by their veterinarian before future appointments. Once grooming has begun, all services are non-refundable.

CLIENT ACKNOWLEDGMENT

I have read and understand the above Flea Policy. I agree to the terms, including any additional charges related to flea treatment, if necessary. I acknowledge that flea prevention is my responsibility as a pet owner.

Signature _____



OWNER INFORMATION:

Name(s) _____
Address _____ City _____
State _____ Zip Code _____ Home # _____ Cell # _____
Place of Employment & Title _____
Work Phone _____ Email _____

EMERGENCY CONTACT (OTHER THAN SELF):

Name _____ Relationship _____
Home # _____ Cell # _____

PET INFORMATION:

Name _____ Breed _____ Age _____
Neutered / Spayed (circle one) Weight _____ Color _____

VETERINARIAN:

Facility Name _____
Phone # _____ Veterinarian's Name _____

PET PERSONALITY PROFILE/GENERAL INFORMATION:

How did you hear about us? _____

Are there any kinds of people your dog automatically fears or dislikes? _____

What commands does your pet know? _____



HEALTH & GROOMING:

What is the flea/tick treatment that you use? _____

Does your dog have any sensitive areas on his/her body? If so, please describe. _____

Where are your dog's favorite petting spots? _____

Does your dog suffer from any of the following: (please check all that apply, describe)

___ Flea allergies / Contact allergies / Food Allergies _____

___ Heart murmur or any other circulatory conditions _____

___ Arthritis, hip/elbow dysplasia or any other bone-related conditions _____

___ Severe separation anxiety _____

___ Constipation/loose stool, coprophagy (poop eating), gas _____

___ Dry skin, cracked foot pad(s), flaky/cracking nails _____

___ Eye problems: cataracts, growths, dryness, cherry eye, repeat infections _____

___ Repeat bladder or urinary tract infections _____

___ Other: _____

BEHAVIOR:

Has your dog ever bitten someone? _____ If so, what were the circumstances? _____

Has your dog ever climbed/jumped a fence? _____ If so, how high was the fence? _____

Does your dog have any problems in the following areas:

Mouthiness, house training, barking, digging, ignoring commands, scared of certain noises _____



Senior Pet Grooming Release Form

(Please fill out only if applicable)

Because we care about your senior pet's well-being and safety, we want to assure you that every effort will be made to make their grooming experience as comfortable as possible. Occasionally, grooming can expose a hidden medical condition or aggravate a current one. This can occur during or after grooming.

By signing below you acknowledge that your pet has a medical condition and/or is a senior pet. You also acknowledge grooming can cause stress, which can lead to new problems or serious medical events and that senior dogs may have mental and behavioral changes. You also acknowledge that your pet is being groomed for comfort not appearance.

Signature _____

I hereby grant permission to Pet Palace Resort & Spa II Inc to obtain emergency veterinary treatment for my pet at my expense if necessary. I also realize that aged pets have a greater chance of injury, I will not hold this establishment responsible for accident or injury to my pet.

Signature _____