

Customer Information

First and Last Name:

Address:

Phone number:

Dog name:

Breed:

Spayed/Neutered?

Vet name and number:

Vaccination due date: Rabies

Bordetella

Medical/Behavioral issues:

Client /Grooming Release

Here at SoPaw, LLC, we are committed to giving your pet the best quality care that we can offer. To do this we need your help. We have a few requirements that need to be verified before we can work on your dog.

Vaccinations: First things first, is your dog fully vaccinated? If your dog is a puppy, we cannot accept them for grooming until they have had the last full round of shots. Afterwards, all dogs are required to have current rabies and bordetella vaccines. We will not accept any dogs that do not currently have these.

Dematting: Mats can cause irritation, stretching of the skin, and lack of airflow, which can lead to fungus and infections. We understand that mats occur and they can easily get out of hand. With that said, we will not do extensive dematting on your dog. We care about the health, safety, and well-being of all dogs and it can be torture with constant pulling and tugging from dematting. If your dog is pelted or beyond reasonable brushing and combing, they will more than likely have to be shaved down, which is the most humane way to remove the mats. All shave downs due to excessive matting, will incur an additional fee. Please note that shaving down your dog has the possibility of exposing preexisting skin conditions and/or infections.

Photo Release: We love taking photos of your pets. You are granting SoPaw, LLC permission to use any photographs taken of your pet, in any and all of its publications, including website entries, without payment or any other consideration. You understand and agree that these materials will become SoPaw, LLC property and will not be returned. In addition, you waive any right to royalties or other compensation arising or related to the use of the photograph. You hereby release rights to all claims, demands, and causes to action which you, your heirs, representatives, executors, administrators, or any other persons acting on your behalf of your estate have or may have by reason of this authorization. You give authorization to use your pet's name and possibly age.

Senior Dogs & Health or Medical Problems: Owner MUST inform SoPaw, LLC if your dog bites, has bitten, or is aggressive to people, other pets, or specific grooming procedures. The older your pet gets, the more scared and forgetful they might become. Aches and pains are common with getting older and may cause discomfort to your pet. We at SoPaw, take the utmost precaution and care when handling aging dogs or dogs with specific medical issues. Sometimes, more than one shop member will have to be used during your dog's grooming session. Because of the time and staff needed to care for your dog, an additional fee may be added to the cost of each groom. In the best interest of your pet, this Agreement gives SoPaw, LLC permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by staff. We will do our best to contact you first, then take your pet to your authorized Veterinarian or to the nearest vet. All expenses for veterinary care are the responsibility of the pet's owner.

Cancellation/ No Show Policy: We respect your time and value you as a client. All we ask for in return is the same. We request that you give at least 24 hours notice to cancel an appointment. If you fail to do so and/or fail to not show at all with no notice, you will be charged a nonrefundable fee, depending on the circumstances.

Sickness: To maintain healthy and happy dogs in our salon, we will send dogs home who exhibit signs of being ill. This includes diarrhea, vomiting, excessive coughing, and more. We ask if your dog is showing any of these signs, please do not bring them in. You will not be charged for having to cancel your appointment due to your fur companion feeling unwell.

Unaltered dogs: Dogs who are exhibiting signs of being "in heat" will not be accepted for grooming. Not only is it unsanitary for the tools used in the shop, it can cause aggression amongst other dogs who may be in the shop at the same time. If your dog is in heat, they will be refused service until they have completed their cycle.

Aggression/Excitable: Some dogs just do not like the grooming process. Some get so excited that they just can not control their energy. In these cases, special attention and care must go into the grooming process. Dogs prone to biting or other aggressive actions, will be safely restrained and muzzled for the safety of the dog and groomer, during the session, and may have to be kenneled if showing signs of aggression to other dogs. Because of the need for multiple staff members to try to keep your dog safe and happy, an additional fee may be added to the cost of each groom.

With every grooming situation, there is a possibility of knicks and cuts, especially with older dogs, matted dogs, and aggressive/excitable dogs. By signing this contract you (or your Agent) agree to hold SoPaw, LLC, its owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of undersigned pet, either known or unknown to SoPaw, LLC. It is also further understood and agreed to 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 SoPaw, LLC.

Print Name:

Sign:_____

Date: