

Mountain Tails Client & Grooming Agreement

26497 Conifer Road, Conifer, CO 80433, (720) 939-2743

Client Name: _____

Phone: _____

Address: _____

Alternate/Emergency Contact & Phone: _____

Email: _____

Pet's Name: _____



Breed: _____ Age: _____ M/F

Vet: _____ Phone: _____

Please note any medical conditions or behavior concerns: _____

Our policies help to ensure a pleasant and safe experience for your pet and our staff. Please read through carefully before initialing where indicated and signing below.

- **Pet Health:** Pets brought in for grooming should be in good health and must be current on rabies and other veterinary recommended vaccinations. Owners are responsible for notifying groomer prior to service of any pre-existing health or behavior conditions or concerns. Grooms for senior or infirm pets are offered as comfort grooms and are agreed to at the owner's risk. We will notify pet owner of any pressing health concerns or behavior that is presented during groom and may discontinue a groom at any time at our discretion and payment due will be prorated. **Initials:** _____
- **Emergencies:** In the event of an emergency, I authorize Mountain Tails to immediately seek professional veterinarian attention for my pet (at my expense). I understand that all attempts will be made to contact me in the event of an emergency. **Initials:** _____ *Please be sure to keep all of your contact information accurate!*
- **Appointment Policy:** We cannot always accommodate clients arriving 15 minutes after their appointment time. If we need to reschedule your appointment a No Show fee may apply (exceptions made if you contact us **in advance** and we can work your pup into the schedule. A late fee of \$15-25 may apply to compensate for time.) **Initials:** _____
- **Cancellations/No-Shows:** We do not require deposit or pre-pay for booking, however, in the event that you need to cancel your appointment, we appreciate your notifying us at your earliest convenience so we may fill the spot and to also get your pet rescheduled! At minimum, we request 24 hours notice. Failure to do so is considered a "No-Show" and a fee of 50% of the scheduled service will be due as this time has been reserved for you. In the event of severe weather, family emergency, etc., this fee will be waived at groomer's discretion. **Initials:** _____
- **Payment Policy:** I understand that cost for my pet's groom may vary due to my pet's coat condition and behavior. We will provide an estimate at drop off, but cannot always determine the extent of the groom until we begin the process. I understand that I should be available for contact regarding unforeseen concerns that arise during the groom **Initials:** _____
- **Liability Release:** Our establishment prioritizes safety measures to ensure humane care and control of your pet. Grooming equipment is very sharp and can be a potential hazard for nicks, cuts, etc. even when following safety measures. Additionally, dogs can be unpredictable during the grooming process and may become reactive, pull or jump while in the tub or on grooming table, and they may become injured. In the event of injury, due to pet behavior (at no fault of this establishment) you agree not to hold Mountain Tails Grooming, groomers or assistants, liable for damages, injuries, or death arising from such behavior or any issue that arise due excessive stress your pet exhibits.

I, _____ (print name) have read the above and by signing below, agree to these policies stated and to the Liability Release.

Signature: _____ Date: _____

IMPORTANT: DEPARTMENT OF AGRICULTURE NOW REQUIRES ALL GROOMING FACILITIES TO KEEP PET VACCINATION RECORDS ON FILE. PLEASE PROVIDE CURRENT RECORDS OR NOTE OF EXCEPTION FROM YOUR VETERINARIAN. THANK YOU!