

Pet Grooming Policy Release by
TAILS OF ENCHANTMENT LLC

Please read this form and make sure all information is filled out FULLY and COMPLETELY

Name of Pet Owner/Authorized

Last Name: _____ First Name _____

Street Address: _____

City: _____ Zip: _____

Home Phone: _____ Cell #1: _____ Cell #2: _____

Email Address: _____

Pet Name: _____ Breed: _____ Age: _____

Sex _____ Spayed/Neutered? (please check one) (Yes) _____ (No) _____

VetName/Clinic: _____ Vet Phone: _____

Vet Address: _____ City: _____

Rabies Expiration Date: Month _____ Year _____ (proof of rabies needed time of appt.)

Please list any health issues including allergies, heart problems, seizures, anxiety, behavior problems, etc.

Health & Behavior Issues: It is the owner's responsibility to inform Tails of Enchantment of any medical, physical, emotional issues, behavior problems, allergies, sensitivities, pre-existing conditions, or any other concerns that the pet groomer should be aware of.

Vaccinations: The Florida law requires all dogs to be up-to-date on the rabies vaccine.

Size: Dogs/Cats must be able to fit comfortably on the table and in the sink during the grooming process.

Behavior: In some cases, a dog or cat may be too aggressive, stressed, afraid, in pain, etc. to groom. This is determined on a case-by-case basis. Tails of Enchantment has experience with these types of behaviors and is successful at grooming most of them. If the behavior becomes dangerous for the groomer or the pet, the process will be stopped and a charge will be incurred based on the amount of groom completed at that time, with a minimum fee of \$25.00.

At the owner's discretion, Tails of Enchantment may enter the home while the owner is away. The owner will leave access to the home as discussed with Tails of Enchantment. All keys, garage codes, garage door openers, etc. will remain private and secure at all times by Tails of Enchantment. If for some reason Tails of Enchantment cannot enter the home (changed locks, broken garage door, forgot to leave key, a fee of \$25.00 will be billed to you. Tails of Enchantment will always make every attempt to contact you before leaving to seek other arrangements of entering your home in any of the above cases.

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Emergency Vet Care: In case of an emergency and you are not home, you give permission for Tails of Enchantment to seek medical attention for your pet at the nearest animal hospital. Tails of Enchantment will always make every attempt to contact you in this event and can transport your pet to your veterinarian if desired. Tails of Enchantment will not be financially responsible for vet care.

Discounts: Cannot be combined in any way.

Cancellation Policy (if three grooms previously cancelled): I require a 24-hour cancellation notice. This is very important as I work by route and amount of time allotted to groom your pet. I need 24 hours to rearrange my schedule and find a replacement. Failure to call or text to cancel your appointment in advance will result in a grooming charge that must be paid prior to your next grooming appointment. For example: If you schedule a full groom for your next visit you must pay the full grooming price of \$75.00 (prices are subject to change), before I arrive to your home. Please understand that the scheduled time was reserved for you.

Appointments: Tails of Enchantment will arrive as close to the scheduled appointment time as possible, however, sometimes situations occur that will disrupt the daily schedule. This includes but is not limited to: traffic, weather, mechanical difficulties, spending more time with a senior pet or difficult pet. You will be called/texted and advised of any change to the allotted arrival time ASAP.

Prices: Are shown at this website www.tailsofenchchantment.com. Price can change if additional services are added and condition of your pet at time of groom. Additional charges may apply for de-matting, de-shedding, excessive coat, flea & tick shampoo treatment, de-skunking shampoo, etc. due to the additional time it takes. Hand removal of ticks that is excessive of 10 or more will incur an additional fee. Additional charges may apply due to the pet's temperament and behavior during the groom. All quotes are not final until the end of the grooming appointment.

Matted Pets: If your pet is excessively matted he/she will be shaved. Matted coats are painful and can cause numerous health problems including itching, irritation, skin infections, and sores. Removing a heavily matted coat includes risks of nicks, cuts or abrasion due to warts, cysts or skin folds trapped under the mats. In less severe cases of matting you may have the option of having your pet de-matted if it does not cause pain to your pet.

Payment: Payment is to be made at time of service. If you will not be home at the time of your appointment, we require payment in advance. Tails of Enchantment currently accepts cash, check, Visa, MasterCard, Discover, American Express, and PayPal. There is a return check fee of \$30.00, which must be paid prior to the next appointment along with your original amount due.

Appointment Reminder: Please indicate below how you would like to receive appointment reminders. (check all that apply). Phone call: _____ Text: _____ Email: _____

Permission to add your pet's grooming photo before & after to Tails of Enchantment LLC websites:

YES _____ NO _____

Tails of Enchantment reserves the right to refuse service.

Pet Owner/Authorized Name (PRINTED): _____

Pet Owner/Authorized Signature: _____ Date: _____