



GROOMING POLICIES AND RULES PACKET

If you are looking for a safe, clean, pet friendly atmosphere for your precious little fur babies, you have found the right place! We are all dog lovers here at Valley Animal Center, so you can rest assured that your pet will be safe and well cared for. We always take the time to make your dog feel comfortable before the grooming process begins. We always take the time to make your dog comfortable before the grooming process begins. They are given treats, water, if needed, and potty breaks outside. We are always taking in new clients and look forward to building a great relationship with you and your pet.

PETS FIRST

The safety of your pets comes above all else at Valley Animal Center. With staff that is Fear Free Certified by Fear Free Pets, we pride ourselves on the care we give to our clients. We aim to give them a fear free experience by not being forceful. This includes all aspects of what we do, such as nail trims, dematting, ear cleaning, face trimming, etc. Building trust between your pets and us can take multiple visits, and we aim to build a relationship with you and your pet as well.

VACCINATIONS

Your pet's safety is our priority. We require a current copy of your pet's vaccination records as follows:

Dogs- Rabies, DA2PPV and Bordetella

Cats- Rabies and FVRCP

HEALTH AND MEDICAL RELATED PROBLEMS

Grooming can expose hidden medical problems or aggravate a current one during or after the groom. We ask that you be open and clarify any medical related problems your pet may have. In the best interest of your pet, this agreement will give Valley Animal Center permission to obtain immediate veterinary treatment for your pet should it be deemed necessary at our veterinary clinic. We will always contact you first. It is agreed that all expenses for veterinary care will be covered by the pet's owner. At Valley Animal Center, we do not accept pets with open wounds.

SENIOR PETS

Your senior fur baby will be greatly cared for! The grooming process can take some extra time and even some extra love, whether it be one grooming session that will be extended or two separate grooming sessions, as the grooming can be overwhelming for an older pet. At Valley Animal Center, we will not be held responsible for any reaction due to the mental or physical stress of grooming geriatric pets.

If in our judgment, brushing or clipping is determined to cause too much stress to the pet, we will modify or terminate the haircut. Please be sure to notify us of health conditions that might make your pet uncomfortable during the bathing, drying, or clipping phases. Any grooming, which takes place on an elderly pet, is conducted at your risk.

PUPPIES/KITTENS

The first grooming experience for a puppy or kitten can be the most imprinting, it requires lots of patience and understanding. Gradually, adding steps to the grooming process on a regular basis will help to minimize any potential stress and will also train your puppy or kitten to understand that grooming is a part of life. We will provide you with different tips and tricks to take home and practice to help improve your pet's experience. These grooming sessions tend to be a lot shorter and will consist of very minimal grooming, such as a simple bath and nail trim. We do not want to overwhelm your pets and want to offer a slow transition into being groomed, as it will be a recurring experience for them.

Puppies and Kittens must be at least 16 weeks old and have received their initial vaccinations, plus a booster. Please be advised that if your pet is not considered fully vaccinated, they are at risk of contracting an illness as they will be in contact with other pets in the same atmosphere.

CATS

Cats are creatures of habit and when exposed to a new environment they can experience elevated stress levels. In the event that your cat is too stressed to continue the groom, all procedures will stop and you will be notified immediately.

ANIMALS THAT DISPLAY AGGRESSIVE OR DANGEROUS BEHAVIORS

The owner must inform Valley Animal Center if their pet bites, has bitten, or is aggressive to people, or dogs, or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, it will protect both your pet and the groomer from getting hurt. Valley Animal Center reserves the right to refuse/stop service for such animals at any time before or during the grooming process, and charge a handling animal fee in addition to the regular grooming charge. Owners should also understand that all bites will be reported to the local authorities as required by law.

PARASITES

If fleas are found on your pet, a flea bath will be administered to eradicate the fleas in order to maintain salon sanitation. This is at the groomer's discretion and at the client's expense. The shampoo is gentle and hypoallergenic. An additional charge of \$10+ may be applied. Please note that parasites are a health hazard to your pet as well as to humans. If the infestation is too severe, we reserve the right to end the grooming session.

MATTED FUR

Dogs and cats with matted coats need extra attention during their grooming session. Valley Animal Center does not wish to cause serious or undue stress to your dogs and cats, and will not continually de-mat your pet. We believe in comfort over vanity! Mats can be very difficult and uncomfortable to remove and may require the pet to be shaven. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the matts. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair regrowth. Shaved animals are prone to sunburns and should either have sunscreen applied daily or should be kept out of the sun until their hair grows sufficiently to protect the skin. Prevention is the best defense against matting; therefore, be sure to schedule regular grooming appointments. If the matting is too severe, we reserve the right to end the grooming session.

ACCIDENTS

There is always the possibility that an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible injuries could occur, including cuts, nicks, scratches, quaking of nails, etc. Every effort will be made to ensure your pet is groomed as safely as possible. If you arrive to pick up your pet, and they are still being groomed, please do not talk to them or allow him/her to see you. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if the groom is not completed.

NO CALL / NO SHOWS / CANCELLATIONS:

Please let us know within 24 hours of the appointment's scheduled start time if you need to cancel/reschedule your pet's grooming appointment. If you are 15 minutes late to your appointment and/or fail to reach out within 24 hours before your scheduled appointment/cancellation window, your appointment will be canceled. Multiple occurrences can result in pre-payment before an appointment is made or dismissal of your right to book appointments with Valley Animal Center. We understand emergencies happen, and we will work with you.

LATE PICK-UPS

We are not a boarding facility and cannot board animals overnight. If your pet is not picked up by closing for the day an additional \$50 kennel charge will apply. Full payment of all charges are due at time of pick up.

ABANDONMENT

Any animal that is abandoned at Valley Animal Center will be reported and then turned over to the nearest city shelter. Such abandonment will constitute relinquishment of all rights and claims by the owner.

REFUNDS & RETURNS

If you have any concerns or need something fixed with your pet's grooming service, please let us know within 48 hours after pick up. We will do our best to fix anything you need within that time frame.





PET GROOMING AGREEMENT

In order for your pet to be groomed today, they must be current on the following vaccinations:

DOGS

DA2PPv (or equivalent)
Rabies
Bordetella

CATS

FVRCP
Rabies

Owner's Full Name _____

Address _____

City _____

State _____

Zip Code _____

Phone Number _____

Email Address _____

Emergency Contact

Full Name _____

Phone Number _____

Email Address _____

Pet's Name (only **ONE** pet per form) _____

Approximate Age / DOB _____

Breed _____

Color/Markings _____

Size _____

Microchip ID: YES / NO _____

Sex: MALE / FEMALE _____

Neutered/Spayed: YES / NO _____

Does your pet have any allergies or diet restrictions? YES / NO _____

If yes, please explain. _____

Please read the statements below and initial on the lines.

I acknowledge receipt of the Pet Grooming Agreement and General Information Packet. _____

I have read and understand the Pet Grooming Agreement, the Liability Waiver, and all that is included in the General Information Packet. _____

I understand that there are no refunds on pet grooming charges. _____

I understand that the pet groomer may choose to discontinue pet grooming services if my pet becomes aggressive or if the pet groomer becomes concerned about my pet's health. _____

I confirm that the information provided on my pet's health and vaccinations are accurate and up to date. _____

I agree to provide updated vaccination records when requested and understand that if I do not provide these records, my pet will not be accepted for pet grooming services. _____

I confirm that my pet is at least 12 weeks old and has had at least their first round of vaccinations, which includes DHPP or equivalent, Bordetella and Rabies for dogs and FVRCP and Rabies for cats. _____

I acknowledge that I have read and agree to all terms in the Liability Waiver. _____

I understand that if I deem grooming unsatisfactory, I must address any issues or concerns to the pet groomer at the time of pick up or within 24 hours. If I do not raise any concerns before my pet leaves the premises or within 24 hours, I understand that the pet groomer and any other staff members will not be able to adequately assess or address my issues or concerns. _____



VACCINATION FORM

Owner's Full Name (printed)

Pet's Name (only **ONE** pet per form)

Approximate Age / DOB

Breed

Color/Markings

Sex: MALE / FEMALE

Neutered/Spayed: YES / NO

Please complete the above information and attach a copy of your pet's up to date vaccination history from your veterinarian or clinic. Include copies of your pet's vaccinations and Rabies certificates to include in your pet's profile.

FOR OFFICE USE ONLY:

DOGS	Performed?	Date Given	Date Expires	STAFF USE ONLY
DA2PPv Vaccine AND/OR one of the following equivalents: Distemper Parvo, DA2P2v, DA2PPv + Lepto, DHLPv, DHPP, DA2PPv + Lepto + Coronavirus, DA2PPv + Coronavirus, DHLPv	YES / NO	__ / __ / __	__ / __ / __	
Bordetella Intranasal	YES / NO	__ / __ / __	__ / __ / __	
Rabies Vaccine	YES / NO	__ / __ / __	__ / __ / __	

CATS	Performed?	Date Given	Date Expires	STAFF USE ONLY
FVRCP Vaccine or equivalent.	YES / NO	__ / __ / __	__ / __ / __	
Rabies Vaccine	YES / NO	__ / __ / __	__ / __ / __	

Pet Grooming Agreement

Vaccination Form(s)

Liability Waiver

Read Receipt

Date of Submission

Notes



LIABILITY WAIVER

I hereby agree to waive, relinquish, release and forever discharge (a) Valley Animal Center and its employees and (b) any volunteer assisting or working on behalf of Valley Animal Center from any and all claims or causes of action or injuries, damages, loss, liability, or expenses that I may have or which may accrue hereafter to me or any other person claiming through me or on my behalf or arising out, connected with, or in any way associated with the use of Valley Animal Center's pet grooming services.

I further agree to indemnify and hold harmless and defend (a) Valley Animal Center and its employees and (b) any volunteer assisting or working on behalf of Valley Animal Center from against any and all losses, claims, damages, liabilities, causes of actions and expenses (including, but not limited to, court costs and attorney fees), occurring, growing out of, incident to, or resulting directly or indirectly from my use of this facility and surrounding area, including without limitation any losses, claims, damages, liabilities, cause of actions and expenses on account of personal injury to or death of any person or animal, or damages to property of any person entity.

By signing this contract, I agree to hold Valley Animal Center and its owners, operators, employees, director, or volunteers harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Valley Animal Center. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

By signing below, I affirm that I have read and fully understand the above important information, have had the opportunity to discuss these terms with Valley Animal Center to my satisfaction, and agree to all terms in their entirety.

Owner's Signature

Date

Pet's Name

PET GROOMING AGREEMENT READ RECEIPT



Agreement and acknowledgment of the Pet Grooming Agreement:

I agree that the Pet Grooming Information Packet represents and expresses the complete agreement regarding the terms and conditions of pet grooming services.

By signing below, I affirm that I have read and fully understand the above important information and the information provided in the Pet Grooming Agreement.

Owner's Signature

Date

Pet's Name

