

Policies and Procedures Form

Thank you for choosing Topeka Area Grooming Services for your pet's grooming needs. I pride myself on providing the best care for your best friend.

There are some policies I would like to inform you, the owner, of before grooming your pet:

Sometimes grooming can expose or exacerbate a hidden pre-existing condition. I will always bring anything I may find to your attention. I cannot diagnose a condition, but may advise you to seek veterinary attention.

If your pet has any medical problems, I ask to be made aware of them (i.e. seizures, arthritis, collapsing trachea, etc.) so that I may take whatever steps needed to keep your pet comfortable during the grooming process.

If your pet has any history of biting, I require notification of this. The possibility of biting will not affect whether I may try to groom your pet, but it can help prevent injury. If your pet has some behavior issues, I will be happy to do what I can to help work through them. We will NOT groom any pets that have been sedated in any manner within 6 hours prior to the groom.

Rabies vaccination is required for all pets receiving service over 6 months of age. I understand that small dogs may not be able to handle the vaccine until a later age, or may be completely intolerant of the vaccine. For these cases we must speak with your vet to verify that there is a medical reason that your pet is not vaccinated. We will also accept titer tests done within 6 months of service.

Cancellations happen and I understand schedules sometimes change. If you must cancel I ask that you give as much notice as possible. Chronic cancellations may result in the inability to book future appointments and a cancellation fee up to the amount of the grooming. A cancellation within 24 hours of appointment time is subject to a \$20.00 fee.

If I arrive and I am not able to access your home or pet you may be subject to a trip fee. Habitual no shows may be subject to a fee up to the price of the grooming and may no longer be able to schedule future appointments.

If fleas or ticks are found on your pet, they will be treated and you will be charged accordingly. We use Frontline Plus topical treatment. You will notify us if your pet has had an adverse reaction to this product.

Although accidents are exceptionally rare, there is always a minute risk when working on a pet. Because of that Topeka Area Grooming Services would like to make you aware of our policies and procedures in the event of an incident. Our promise to you is that any incident will be reported to the owner immediately. If necessary we will transport your pet to a veterinarian. Any veterinary bills resulting from a pet being matted, senior, or from a pre-existing or unforeseeable condition will be the sole responsibility of the owner. Safety is our number one concern. We believe in honoring the trust you've given us by returning it to you.

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Keep page 1 for your records and sign and return page 2 to us.

By signing this form, in the event of an emergency you grant us permission to seek veterinary attention at

_____ at phone (____) ____-_____.

Signature

Date

Contact Us
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