

**Owners Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pets Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Camp Schultz Grooming Waiver**

**Grooming Process**

We will ask you in detail what type of cut you would like for your pet and at what length. The first couple of times are the hardest as we are trying to figure out exactly what look you are going for. We will try to accomplish exactly what you want, but if we do not get it right, please let us know what needs to change for the next appointment. Most times it is just a simple miscommunication issue. If it is something we can fix at the time, we will be happy to do it at no charge.

Please advise us of any medical, physical, or emotional issues your pet has as well as any allergies, sensitivities, or pre-existing conditions. These may include prior surgeries, hip or joint issues, warts, moles, ear infections, skin problems or even prior bad experiences with other groomers.

It is the policy of Camp Schultz not to have the owners stay during the grooming process as this can distract their pets and take away from the pet forming a bond with the groomer.

**Payment/Cancellations**

Payment is due at the time the pet is picked up. Additional fees may accrue due to coat condition/pet behavior.

Please be on time for your scheduled appointment. We may not be able to accommodate a pet that is more than 15 minutes late. If you think you might be late, please call and we will let you know what options are available. **We do require 24-hour notice for all cancellations. Same day cancellations will result in 10% charge of estimated groom cost. No call/no shows will be charged estimated groom cost.** By signing this waiver, the dog owner understands and agrees to pay all associated fees and costs with late cancellations or no shows.

**Matted Pets**

I understand that if my pet is matted, it may need to be shaved shorter than the original length discussed. **Matted pets may be charged an extra fee**. I understand that matted pets are more difficult to shave and may be cut or scraped by the clippers. The skin is generally irritated under matted hair. Camp Schultz is not responsible for any vet bills. Our groomer will brush out only minimal mats. The rest may have to be cut or shaved out as combing mats out can be costly to the owner and painful to the pet. We always do what is in the pet’s best interest.

**Aggressive Dogs**

We do not recommend tranquilizers while having your pet groomed. If your pet is showing signs of aggression, we will use a muzzle, but we try to give the pet the benefit of the doubt. If your dog has ever bitten anyone or you have been told or think your dog might bite, you **MUST** inform us before the groom. We would rather be prepared rather than surprised. If a groom or part of a groom cannot be done due to an aggressive animal, we will not put the groomer at risk. By signing this waiver, the owner understands and agrees to be held solely liable for any harm, injury or property damage caused by their pet.

**Vet Bills**

Our groomer uses the utmost diligence when grooming pets, but when working with sharp instruments and wiggle pets, accidents can happen. If the groomer feels that they cannot safely groom your pet, they will stop, and charges will be based on the amount of work done as well as the amount of time spent on your pet. By signing this waiver, the dog owner understands and agrees that if their dog gets hurt or becomes ill, Camp Schultz has permission, at its sole discretion, to call or take their pet to the veterinarian of our choice. By signing this waiver, the dog owner understands and agrees to pay all associated fees and costs.

**Older Pets**

We love our older pets, but they have a more difficult time with being groomed. They tend to be sore and sometimes nippy if something is pulling on them. Sometimes they cannot stand for the length of time needed to complete the groom or they may become unfocused or easily distracted making it difficult to groom them. We do our best to groom them as usual, but we consider their age and sometimes cannot complete the same cut. The pets comfort comes first, senior handling fee may apply if the groom requires a little more TLC time.

**Puppies**

Puppies are very impressionable and since they are going to have a lifetime of grooming, we try to make their first few visits fun. Being fun and learning “grooming manners” is the most important part of the first couple of visits to the groomer, and we do not expect haircuts to come out perfect. Puppies are very wiggly and have extremely short attention spans so we will do what we can safely. First puppy grooms will usually be a “face, feet, sanitary trim” rather than full groom to get them used to the sound and feel of grooming tools.

Please sign that you have read the above information.

Pet Owner Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_