



Welcoming to The Sculpted Pup

It is my pleasure to welcome you to The Sculpted Pup where you and your pup become part of my extended family. The Sculpted Pup is built on relationships that are nurtured through art, love, and communication. I thrive to create a safe and secure environment for the paws and feet that walk through my doors. All I ask of you is to respect my time and abilities to maintain my friendship as I will do the same. Please read my guidelines and policies that help create this essential relationship.

APPOINTMENTS:

Please understand that The Sculpted Pup is by appointment only. If you are more than 20 minutes late for your appointment without a text or call, you will be asked to reschedule. The Sculpted Pup will always do its best to accommodate you depending on my schedule. If you are late, and The Sculpted Pup can accommodate the tardiness, I ask that you provide me with an extended timeframe to finish your pup. No shows and last-minute cancellations (less than 24 hours' notice), or continual re-scheduling are subject to a fee per pet (you will be given my (Late/no show cancellation policy), which will be applied to your next appointment. The Sculpted Pup fully understands we have emergency situations and will do its best to work with you, however not on a continual basis. Please be respectful of my servicing time.

HOME BASED GROOMING:

Because The Sculpted Pup is currently based in-home, please note that there are two dogs and a cat present. The cat is usually in another room away from other dogs. The pups are either in a kennel at your scheduled appointment, or they are outside playing. The pups are free to roam around if everyone gets along. The Sculpted Pup also accommodates 2 young children that may or may not be with me.

PICK UP:

The Sculpted Pup will always text you as soon as your pup is finished with grooming. After you receive the text/call, The Sculpted Pup asks that you retrieve your pet promptly due to limited space.

MAT REMOVAL: AGREEMENT

If The Sculpted Pup determines that your pup is matted, you will be asked to fill out a separate form:

"MY PUP IS MATTED: INFORMATIVE AND LIABILITY"

Pets with matted coats need extra attention during their grooming session. If a pet is moderately/severely matted to continue with normal grooming, then The Sculpted Pup will make every attempt to contact you to determine the best course of action (NO further action will be taken until I touch base). De-matting fees are additional pricing ranging from \$50 to \$80 and are not a service that is often provided. This service often requires more time to not overwhelm or cause harm to your pup. Please be aware that brushing out tightly matted coats can cause painful discomfort for your pup and can cause brush burn as well as skin irritation and sore skin, thin/bald areas in the coat, and mild to severe bruising. If you choose to have your pup de-matted, you agree by signing the Mat removal form, and the groomer is not held liable for any adverse effects from either de-matting or shaving. You agree if you decide to remove/shave a heavily matted coat it can cause the risk of nicks, cuts, and abrasions due to warts, moles, and skin folds trapped in the mats. Heavily matted pets may be charged additional fees. The aftereffects of mat removal can include skin redness, itchiness, self-inflicted irritation, or abrasions.

Though The Sculpted Pup strives to take the best care of your pet, incidences can occur at any moment when working with a live animal that is matted.

You have acknowledged that the MATTED COAT REMOVAL and have agreed to sign the matted liability form if/when my pup is matted at each appointment. You also agree to not hold KIRSTEN (groomer) Liable for any occurrences when matting is present.

EAR HAIR REMOVAL:

It is a service The Sculpted Pup will provide by request only. Due to the risks that are often accompanied, this service is free. You will be given a verbal warning that "Plucking the hair on the inside of the ear canal can often lead to complications (such as ear infections) or hematomas due to shaking of the ear." The Sculpted Pup cannot be held liable for any resulting complications due to your choice. The Sculpted Pup does not carry any medicated ointment to prevent said infections. Every pup is given a free ear cleaning and is not the same as plucking the ear canal. Ear cleaning is also a free service as it is a liquid cleaner that cleans out the ear canal and does not remove any hair.

SATISFACTION:

Your satisfaction is extremely important to me. The Sculpted Pup encourages you to always look over your pet when picking them up and as soon as you get home. If you are unhappy with the grooming services that

were provided, please inform The Sculpted Pup within 24-36 hours (please see the 24-36 hour policy). Any concerns or issues must be addressed within 36 hours from the time that you pick up your pet. The Sculpted Pup will make every effort to address any issues that have been reported within this period. Please note that for any issues reported after 36 hours, The Sculpted Pup is NOT held liable. If an incident has/had occurred during the grooming process. The Sculpted Pup will notify you immediately.

PHOTOGRAPHS:

The Sculpted Pup loves taking photos of your pup before and after their grooms for social media. This helps promote and market The Sculpted Pup. This agreement indicates that The Sculpted Pup has permission to videotape or photograph your pup for social media and educational purposes for other groomers in the industry.

AGGRESSIVE and DANGEROUS PETS:

It is your responsibility to inform The Sculpted Pup of any history involving aggression or biting. The Sculpted Pup reserves the right to refuse or stop services at any time and you will be notified immediately. You understand that if your pet bites another dog or groomer it is your responsibility to provide your pup's rabies vaccinations. Any pup that does NOT have their current rabies vaccines, you are held responsible for all charges that may be incurred due to non-verifiable rabies vaccinations, including but not limited to any hospital/veterinarian costs from the bitten subject.

CURRENT VACCINATIONS:

For my safety, The Sculpted Pup asks that all pups be current on all vaccinations. By signing this agreement, you verify that your pet(s) are current on the following: 1. Rabies Vaccination (2. Distemper and Bordetella are recommended, but are not currently required due to in-home grooming)

HEALTH/MEDICAL ISSUES AND PUPPIES

The Sculpted Pup currently accommodates all pups with any medical issues. Please be aware that grooming can be stressful for all pups, especially young puppies, and seniors. Depending on age; health problems may be exposed at the time of induced stress, such as panic attacks and seizures. The Sculpted Pup is not liable for any medical issue that may present or worsen during the grooming process. It is the client's responsibility to inform The Sculpted Pup of any health issues that are currently present: broken legs, torn ACL's collapsed trachea, slipping of bones, etc.

Puppies

Puppies can feel overwhelmed and stressed from the process of grooming. This stress often creates defecating, vomiting, and/or screaming. The Sculpted Pup does its best to “teach” and introduce puppies to the grooming process to create a positive experience. Circumstances are dependent on how stressed your pup becomes. Puppies are recommended to begin with an “intro” bath only, this allows them to get used to the vibrations, sounds, the process, and the relationship of the groomer. Any puppy that has NEVER had a professional bath with the introduction of the Velocity dryer will not receive a full groom. It is important to introduce your puppy slowly to the process (similarly to a child learning a new skill). The Sculpted Pup will work with you to make grooming a positive experience as they will be doing this process for the rest of their lives.

If at any time during the grooming process, your pup is beyond overwhelmed, you will be notified immediately and we will determine the best course of action.

All Pups

If in the unfortunate circumstance that a pet passes away while in The Sculpted Pups care, discussion of options will be discussed before any action is taken. Please note that this is essential to communicate when your pup is over the age of 10.

INDEMNIFY AGREEMENT:

By signing this agreement, you agree that you are the guardian of the pup(s) and you (or your agent) agree to hold The Sculpted Pup harmless from any damages or claims arising from any condition.

I have read and understand the policies stated forth with The Sculpted Pup. By signing this agreement, I am acknowledging the policies set forth by The Sculpted Pup and know that I have access to all the individual policies that can be found through The Sculpted Pup website.

Pup’s Name _____ Pup’s Name _____

Pup’s Name _____ Pup’s Name _____

Pup’s Name _____ Pup’s Name _____

Printed name

Date

Signature