

GREEN WAVE GROOMING POLICY AGREEMENT

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

I, the undersigned customer, do hereby entrust my pet (s) to Green Wave Grooming for the purpose of grooming my pet(s).

I, the undersigned customer, do understand that my dogs will be groomed by students which do not have a grooming license.

PET(S) AND GROOMER/STUDENT SAFETY

We require a current copy of your pet(s)'s vaccination records. Rabies vaccination is required by the State of Tennessee. DHLPP-Parvo & Bordetella (Kennel Cough) are needed for the protection of your pet(s). This policy is strictly enforced. If no proof is provided, we will have to confirm vaccination with your Veterinarian BEFORE you leave your pet(s) at our facility.

Due care will be taken with the pet(s) for the safety of the pet(s) and groomer. If it is necessary for the safety of the pet(s) and the groomer, muzzles, elastic collars, slings, straps etc. will be humanely used and are acceptable.

I am aware that if my pet(s) does not respond to the groomer and remain still during the grooming procedure accidents can happen such as nicks from clippers, scissors, or toenail trimmers.

For the pet(s) to properly respond to the groom it is essential that the pet(s) be alone with the groomer and clients will not assist in the grooming unless requested to do so.

Customer assumes all liabilities, financial and otherwise, for the behavior and health of their pet(s). In consideration of the services rendered by Green Wave Grooming, Customer waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against Green Wave Grooming relating to the care, control, health, and/or safety of Customer's pet(s) arising during services performed by Green Wave Grooming.

REFUSAL OF SERVICE / AGGRESSIVE DOGS

Green Wave Grooming has the right to refuse service for the following reasons:
Pet(s) will not be groomed if not safe or too large or heavy to handle.

Your pet's safety, comfort and well-being are our outmost concern. Your pet(s) will be groomed by students that may not possess the same degree of experience or training as a person fully employed to provide similar services. We reserve the right to alter or cease any groom in the event that our staff determines it is in your pet's best interest or your pet displays aggressive behavior. Customer understands that Green Wave Grooming has the right to refuse service to Customer's pet(s) at any time for any reason. Customer also understands that all bites will be reported to the local authorities as required by law. The client may be charged the price of the groom.

PET(S) HEALTH CONDITIONS

Allergies and Sensitivities: Your dog's safety and comfort is our primary concern. Please advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. Please let us know of any prior grooming history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.

Green Wave Grooming understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well-being Green Wave Grooming/the groomer will be held harmless from damage, loss or claims arising from any known or unknown pre-existing condition of the pet(s). The terms, special services or handling shall include but are not limited to veterinary emergency services in the event that the client is not available. Client authorizes the groomer to act as his/her agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or other medical conditions.

FLEA INFESTATION/SALON SANITATION

If fleas are found on your pet, Green Wave Grooming will administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer's discretion and at the client's expense. The flea bath is safe for puppies and older, as well as for pregnant or nursing dogs and cats.

MATTED OR NEGLECTED COAT AND SHAVEDOWNS OR CUSTOM CUTS

Allowing a pet's coat to get matted is not only very UNCOMFORTABLE, but DANGEROUS for your pet's health. Excessive matting can be avoided with regular brushing and grooming and the groomer will be happy to show you some brushing techniques for mat prevention.

The groomer will de-mat the pet (if possible) at a charge of \$10 - \$25 fee in addition to the regular grooming fee OR the pet will receive a "shave down" to remove the mats. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis. If the client requests the mats be combed out, the groomer will

not do so if it causes pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems.

I am aware that neglect of my pet's coat can be cause for problems after grooming such as clipper/brush irritation.

Shaving of your pet may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions.

PAYMENT

I understand that payment for grooming services is due at the time the services are rendered unless prior arrangements have been made.

Customer releases Green Wave Grooming, its agents, officers, sub-contractors, and employees from any and all liabilities, financial, and otherwise, for injuries to Customer, Customer's pet(s), or any other property of Customer, which arise in any way from services and/or products provided by or as a consequence of Customer's association with Green Wave Grooming including, but not limited to, veterinarian bills.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Green Wave Grooming.

I am the _____ legal owner _____ caregiver of this pet. (Please check the appropriate box.)

Pet owners signature

Date

Pet owners printed name

Pet(s) Name