



**WINKLER
COLLAR
CLUB**

Grooming Release Form

Dog's Name: _____
Dog's Breed: _____
Dog's D.O.B: _____
Owner's Name: _____
Owners Phone Number: _____
Owner's Email: _____
Owner's Full Address: _____

Emergency Contact: _____

Your dog is very important to us! The Winkler Collar Club would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible. Safety comes first for everyone, people as well as animals, during the grooming process.

Current Vaccinations

Pets must be up to date on Parvo/Distemper, Rabies and Bordetella. Proof of Vaccination must be given prior to a grooming appointment. You can drop them off, e-mail us a copy, or have your vet e-mail us a copy.

Accidents

Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc... Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If The Winkler Collar Club feels it is serious, and the owner is not on-site, The Winkler Collar Club will seek immediate veterinary care for your pet.

Health/Medical Problems & Veterinarian Authorization-Medical Emergencies

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. This release gives The Winkler Collar Club full authorization to seek medical treatment from the nearest veterinarian in the case of any medical emergencies while in the care of The Winkler Collar Club. All medical expenses for veterinary care will be covered by the animal's owner upon signing this agreement.

Fleas

If your pet has any fleas you will be asked to reschedule until proper treatment has been given.

Dangerous or Aggressive Animals - Refusal of Service

The Winkler Collar Club has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, The Winkler Collar Club has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and the client will be charged a grooming fee (for what was done up until that point).

Use of Muzzles

Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts in a way that is dangerous, The Winkler Collar Club has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

Payment

Payment is due at the time of pick-up. We accept cash, Visa, Master Card, and E-transfers.

Matted Coats

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. The Winkler Collar Club will not cause serious or undue stress to your pet by de-matting. Mats can be very difficult to remove and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts, or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure and any risk. There will be an additional charge for this process: it is time-consuming, and causes extra wear and tear on grooming equipment. The additional charge can be estimated by the groomer prior to the appointment.

Drop Offs & Pickups

If you are more than 10 minutes late for your appointment it will be considered a No Show and be charged accordingly. Pickups later than 15 minutes when we call will automatically be charged a Daycare fee. We work strictly one on one with all our clients. This means they will be the only dog having a service done at that time and will be. We do not kennel dogs once their groom is completed.

Cancellations/No call, No Show

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any cancellations are made at least 24 business hours in advance.

Satisfaction

Your satisfaction is important to us. If you are unhappy for any reason and would like something adjusted, we will be happy to make any adjustments when you pick up your pet from his/her appointment. Once, however, you take your pet home from the appointment, any return visits will be treated as a new appointment and the client will be charged a grooming fee.

Photographs

This release authorizes The Winkler Collar Club to take photos of your pet for client files and for the company website, Instagram, Twitter, and Facebook page. All photos taken are the property of The Winkler Collar Club.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting The Winkler Collar Club to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the above.

Owner/ Authorized Agent

Date

Grooming Cancellation Policy

When clients cancel reservations or do not show up for their reservations without adequate notice, it is frequently too late for us to fill the space that we reserved for them.

Due to the loss of revenue because of no-shows and untimely cancellations, we have implemented the following cancellation policies.

- Changing an appointment the day before (up until 6 pm - after 6 pm will be considered a same day cancellation fee) \$25
- Same day cancellation will be 50% of the groom.
- No shows (meaning no phone call or calling after the appointment has already started) 100% of the full grooming fee will apply.
- If you fail to cancel or show up 2 times within a 12 month period we will require the client to pay the full cost of the groom up front if you wish to book an appointment. This charge will not be refunded if you do not follow our cancellation policy guidelines.

ALL RESERVATIONS MUST BE SECURED BY A VALID CREDIT CARD

Cancellations due to weather will not be charged.

Name on card: _____

Card #: _____

Expiry: ____/____

CVC #: _____

Postal Code: _____

Signature:

Date: ____/____/____