

# Natalie's Rascals

## Spa & Pet Services • Grooming Contract

All new clients will be required to read, fill out and sign this form prior to receiving our services. This document will be kept on file for future reference.

*Your pet(s) are very important to us, Natalie's Rascals Spa & Pet Services (NRSPS) 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 the animals, during the grooming process.*

### **Current Vaccinations:**

For the safety of our spa guests we require pets to be in good health and to be up to date on vaccines. Vaccine requirements (for dogs) include: Bordetella, DHLPP, & Rabies. Please bring copies of these vaccines for our records. Puppies under 9 months of age are excused from Rabies, but must have their first series of vaccines. If your dog can't be vaccinated due to a medical condition please submit a letter from your veterinarian.

\_\_\_\_\_ *Pet Owner's Initials*

### **Health or Medical Problems:**

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the animal's owner upon signing this contract/agreement.

\_\_\_\_\_ *Pet Owner's Initials*

### **Accidents:**

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment can be sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. 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 NRSPS feels it needs medical attention, and the owner is not on-site, NRSPS will seek immediate veterinary care for your animal. Local Vet: Clinton Keith Vet (951)677-8999

\_\_\_\_\_ *Pet Owner's Initials*

### **Veterinarian Authorization-Medical Emergencies:**

This release gives NRSPS full authorization to seek medical treatment from the nearest veterinarian in the case if any medical emergencies while in the care of NRSPS. All veterinarians costs and expenses will be the responsibility of the animals owner. Unless voided by Natalie Cornwell, owner of NRSPS.

\_\_\_\_\_ *Pet Owner's Initials*

### **Fleas/Ticks:**

NRSPS strives to be a parasite-free salon. NRSPS requires a flea/tick treatment in the event that these parasites are found on your pet(s). If your pet(s) have any fleas they will be given a flea / tick bath at your expense of \$5-\$15. If you do not want them to receive this treatment, you can re schedule your appointment after the problem is taken care of by yourself. \*If the animals body is covered with ticks and needs several hours of hand removal of ticks we will refer you to a local veterinarian.

\_\_\_\_\_ *Pet Owner's Initials*

### **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. NRSPS will not subject your pet to stress and potential pain by dematting. Removing a heavily matted coat can cause nicks, cuts or abrasions due to the 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 re-grow. In some cases, pets may 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 the procedure and are aware of the potential risk and additional fees. However shaving of mats will be at the groomers discretion and will be discussed during your grooming consult upon drop off.

\_\_\_\_\_ *Pet Owner's Initial*



**Foxtails:**

Foxtails can become problematic in the summer as the brush in our area becomes dry and brittle. Foxtails can become imbedded in your pets skin and could cause a variety of issues. Common areas for foxtails to get stuck in are between the toes, and behind the ears. If we notice and foxtails we will remove during bathing, but if the foxtails are deeply imbedded into your pets skin we will refer you to a local veterinarian.

\_\_\_\_\_ *Pet Owner's Initials*

**Dangerous or Aggressive Animals-Refusal of Service:**

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

\_\_\_\_\_ *Pet Owner's Initials*

**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, NRSPS has the right to stop service (as stated above.) We do not muzzle unless your pet gives us a reason to do so. Other methods are used to calm your pet, muzzling is a last resort.

\_\_\_\_\_ *Pet Owner's Initials*

**Cancellations/ No call, No show Or Late to Appointment:**

Because we book on an hourly basis and cancellations leave an empty block in our schedule that could have otherwise been used by another customer, we ask that any cancellations are made at least 24 business hours in advance. In the event that a client has 3 no shows without notice, they will be subjected to a \$25.00 fee that must be paid prior to scheduling another service. If you are more than 40 minutes late to your scheduled appointment we will fill that slot with a customer on our waiting list, causing a delay in your pick up time.

\_\_\_\_\_ *Pet Owner's Initials*

**If you don't pick up your pet(s) before our shop closes:**

Your pets will be cared for over night and you will be charged a boarding fee which will accommodate care and feeding.

\_\_\_\_\_ *Pet Owner's Initials*

**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 may be charged some form of a grooming fee.

\_\_\_\_\_ *Pet Owner's Initials*

**Photographs:**

Allow / help us grow our business! By signing this release you will be giving NRSPS authorization to use your pets photos for our records, website, Facebook page and Instagram.

\_\_\_\_\_ *Pet Owner's Initial*

*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 animals for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting NRSPS to accept phone reservations or emails for service without additional contracts or written authorization. I understand that pricing is subject to change. I have read the terms above and agree with the contents.*

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

Print Name: \_\_\_\_\_

**Thank you for taking the time to read our terms and we look forward to providing you and your pet(s) with excellent care!**

# Natalie's Rascals

Spa & Pet Services • Owner Information & Pet Information

Name(s) Please include person's able to pick up pet upon your request:

\_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

☐ I want to be sent email promotions and appointment reminders

☐ I do not want to be emailed on a regular basis (emergency only)

Main phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Veterinarian: \_\_\_\_\_ Phone: \_\_\_\_\_

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● Pets Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_

Color: \_\_\_\_\_ Male ☐ / Female ☐ ● Neutered ☐ / Spayed ☐

● Pets Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_

Color: \_\_\_\_\_ Male ☐ / Female ☐ ● Neutered ☐ / Spayed ☐

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Age: \_\_\_\_\_

Color: \_\_\_\_\_ Male ☐ / Female ☐ ● Neutered ☐ / Spayed ☐

● Pets Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_

Color: \_\_\_\_\_ Male ☐ / Female ☐ ● Neutered ☐ / Spayed ☐

\*Please provide a copy of each pet's current vaccines- or provide us with your veterinarian information so we can request these documents.

**For your pets safety & staff safety please answer the following questions (if applicable.)**

Do any of your pets have medical conditions? (Include food/skin allergies - if any) If so please describe:

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Are any of your pets on medication? If so please list:

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Do any of your pets have areas on their body that they do not like to be touched? / Any behaviors that we should know about? Please explain:

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Do any of your pets have fear of loud noises? Or water? / Any past history of being fearful of the grooming process? Please explain:

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Are any of your pets aggressive to any other animals? If yes, please list & explain:

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**Any additional comments you feel that we should know while caring for your pet(s):**

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**FACT SHEET: LIEN LAW AND ABANDONMENT LAW**

**LIEN LAW:**

IF THE AMOUNT DUE FOR SERVICES HAS NOT BEEN PAID PRIOR TO ATTEMPTED PICK UP OF ANIMAL(S) OR THE CLIENT REFUSES TO PAY SERVICE CHARGES AS ORIGINALLY DISCUSSED IN CONSULT A SERVICE PROVIDER MAY KEEP AN ANIMAL AFTER SERVICES AND THE ANIMAL IS THEN CONSIDERED LIENED. A LIEN IS THE RIGHT TO HOLD ANOTHER'S PROPERTY UNTIL THE DEBT ON IT IS PAID. THE LAW ALLOWS THE SERVICE PROVIDER TO SEEK PLACEMENT OF THE ANIMAL(S) AFTER GIVING AT LEAST 10 BUT NO MORE THAN 20 DAYS' NOTICE TO THE OWNER PRIOR TO PLACEMENT, AFTER THE INITIAL 10 DAY PERIOD HAS ELAPSED. (Civil Code Sections 3051 and 3052.) THE SERVICE PROVIDER HAS THE RIGHT TO NOTIFY PROPER AUTHORITIES OF REFUSAL TO PAY, AS THIS CAN BE CONSIDERED THEFT.

A service provider that places a hold on an animal until payment for services is received, is entitled to be reimbursed for the value of the food and shelter provided to the animal after it is ready to be claimed by the owner and during the statutory lien period.

A client is initially responsible for the service bill, whether or not they have a dispute about the amount owed. A person may seek civil remedies, such as the small claims court process, to dispute the fees for services, or may work with the service provider to obtain an agreeable payment plan.

**ABANDONMENT LAW:**

According to the statutory abandonment provisions (Civil Code Section 1834.5), IF AN ANIMAL IS NOT PICKED UP WITHIN 14 DAYS AFTER IT WAS INITIALLY DUE TO BE PICKED UP, IT IS CONSIDERED TO BE ABANDONED. THE SERVICE PROVIDER SHALL TRY FOR A PERIOD OF NOT LESS THAN 10 DAYS TO FIND PLACEMENT FOR THE ANIMAL OR TURN THE ANIMAL OVER TO A PUBLIC ANIMAL CONTROL AGENCY OR SHELTER, OR A NON PROFIT ANIMAL RESCUE. PROVIDED THAT THE SHELTER OR RESCUE GROUP HAS BEEN CONTACTED AND HAS AGREED TO TAKE THE ANIMAL.

*{Thank you for taking the time to read this, this document is based on the worst case scenario. Not that we anticipate to have issues such as this, there is always a possibility. We promise to be fair and use our best judgment in the event of this occurring. We also promise to have the animals best interest in mind in the event this does occur.}*

**By signing this document I acknowledge that I have read and understand the information above.**

Owners Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Owners hand written name: \_\_\_\_\_