



Pup Country Club
LUXURY GROOMING

Converse salon: 102 Toepperwein Rd, Converse Tx, 78109

210-595-1920

Bulverde salon: 31305 Oakview Dr Suite A, Bulverde Tx, 78163

830-980-8476

GROOMING RELEASE & WAIVER

Please read, digitally fill out and sign as soon as you receive this waiver on your phone. If you prefer it e-mailed or printed, please request it from us so you can print, fill and sign it, and bring it to your appointment.

Feel free to print one and keep it for your records.

*You are personally responsible for reading this waiver and understanding its content. If any questions arise, it is your responsibility to communicate your questions or concerns to the groomer **BEFORE** signing and agreeing to the release. Our policies are designed to ensure efficiency, safety and high quality services and products to ALL CLIENTS of Pup Country Club. We take our policies very seriously in order to prevent as much stress as possible for all parties involved: including your pet! We try to address every possible unknown variable to cover as many situations as we can in this document. Every client is **REQUIRED** to sign this agreement **PRIOR** to receiving grooming services. We do this because we LOVE what we do and we LOVE animals, and although these policies in general may seem too detailed and strict, it's what gives us the cushion we need to give each pet the maximum potential of their grooming experience every single time we see him or her.*

All new and current customers, by making their appointments and bringing their pets to Pup Country Luxury Grooming, accept and must follow our customer terms, conditions and rules.

No exceptions will be made for anyone.

We reserve the right to refuse service to anyone.

- ❖ You are being recorded for quality control and for documentation purposes.
- ❖ We are currently running a CASH BREAK SPECIAL. Your price will always be cheaper when paying in CASH and will already include the taxes. Card payments will receive the normal grooming fee PLUS whatever the state tax is.
- ❖ All pets must provide paperwork and/or information of updated shot records to be serviced: both new and existing. (Tags are not enough!) Please send a picture or scan of the document by responding to the text message you received from us, send it through text to 210-595-1920 or bring the physical papers with you at the time of your appointment. We will not keep the paperwork, we will just take a picture and give it back to you.
- ❖ All pets must be picked up within 2 hours after being ready or a late pick up fee will be applied (starting at \$15 and increasing every hour). Unless they're staying for training/daycare.
- ❖ Pets must be picked up by closing time or by the time established by the groomer depending on the daily workload, otherwise the pet will be boarded overnight and a fee of a minimum of \$25 will be added to the account (depending on the size of the pet, the fee may increase).
- ❖ We want to make you and your pet happy! We guarantee the quality of our services and products. Any concerns/issues about your grooming service will be happily fixed and/or addressed as much as possible, as long as you communicate with us within 3 days of the appointment. We want to earn your loyalty and your referrals! Before being angry at us, please call us and we'll make sure to try our best to make you happy!
- ❖ Prices are plus tax and they may change at any moment. Yearly increases must be made in order for us to adapt to the country's and state's cost of living, and to stay in business.
- ❖ Prices change with the condition of the pet's coat, skin, actual weight and behavior.
- ❖ Aggressive and biting pets will not be accepted in our facilities due to the harm that a biting pet and its owner can bring to our staff and our business. If a pet's behavior towards grooming is unknown or withheld from us, and it bites a staff member during its visit, there will be a \$50 BITE FEE per bite. No exceptions. Depending of the stage at which the pet bites and what we were able to complete, the customer will pay 50% or 100% of the grooming session cost, independently of the grooming results.
- ❖ If a pet is difficult to handle, cranky, nervous, anxious, or any other type of pet that affects the amount of time of the grooming session or requires more than 1 professional groomer, will get a hard to handle/grooming assistant fee added to their bill starting at \$10 and increasing with difficulty level. Dogs that are hard to handle or groom may move a lot and interrupt the grooming session in dangerous ways, and because of this difficult behavior it is possible for one of our groomers to make mistakes. All the groomers that represent Pup Country are professional, experienced and certified, but a lot of times that is not enough to prevent accidents and lesions on a difficult pet. You release Pup Country of any liability and/or responsibility if any accidents occur while your pet is being groomed and handled in the safest way possible. You can trust that

we are trying our best, with the best of our products and equipment, at the best of our ability to prevent anything from happening to your pet.

- ❖ If your pet is older and/or special needs, and it requires special treatment, skills, tools or an extra set of hands to complete the grooming session safely, there will be an extra charge. We do receive senior and/or terminally ill dogs, but you release Pup Country of any liability and/or responsibility if anything happens to your pet within our care, if it occurs because of an age or health related pre-existing issue.
- ❖ No sick or wounded pets, or any other type of condition that requires immediate medical attention will be accepted. Please have their well-being as a top priority!
- ❖ We reserve the right to refuse service to anyone.
- ❖ We ask you to please have your pets taken out to potty BEFORE the appointment. Excessive soiling, cleaning or extra baths needed will be charged extra starting at \$10 and will increase with time added to the grooming session or with extra cleaning needs, due to the time expense and product used.
- ❖ Any destruction of property or equipment of Pup Country Luxury Grooming by your pet will be charged to your bill with a starting fee of \$25.
- ❖ We depend on your appointment to organize our day: please call with as much time ahead as possible to cancel or change your appointment! There's no fee to reschedule, but there will be a \$25 fee for customers who no show to their appointment. We understand that emergencies happen and we are very understanding, but please return the favor: understand that this is our livelihood and we need your help with just a small heads up.
- ❖ We have a 15 minute tolerance for appointment arrival. If no notice is given, your appointment will be cancelled and considered a no show. If you will not make it on time, please call us to let us know! There's no fee for rescheduling: we will try to move your appointment to a later time or date, so we can avoid charging the no show fee.
- ❖ We put *HUMANITY* over VANITY *always*. If your dog is too tangled/matted to keep the coat you desire, the dog will be given the style that will bring him or her no pain and that will help skin and/or coat heal. We do our best to give you exactly what you request and as close to it as possible, but we will NOT torture a pet only to please the owner. Depending on the situation, we may or may not attempt to call you, text you or reach you to make this kind of decision. Just know that we have your pet's best interest at heart and we will always be happy to explain our decision to you. Whether we have to go shorter or we're able to de-mat/tangle safely, in every case, there will be an extra charge of a minimum of \$10 increasing with severity of the matting, tangling, time and product spent.
- ❖ Matted dogs have a lot more chances of being hurt, nicked or cut by our equipment, since we have to work with very sharp equipment very close to the skin. Hematomas may appear under severely matted areas that are released from the tangling. Ears may feel tingly after shaving off mats, making the dogs shake incessantly to the point of bleeding. All the groomers that represent Pup Country are professional, experienced and certified, but a lot of times that is not enough to prevent accidents and lesions on a dog with a matted coat. If you bring a matted and/or tangled dog, you release Pup Country of any liability and/or responsibility if any accidents occur while your pet is under a de-matting grooming session. You can trust that we are trying our best, with the best of our products and equipment, at the best of our ability to prevent anything from

happening to your pet. But when a coat is neglected, sometimes it's completely out of our control.

- ❖ Pets with fleas and/or ticks cannot be in the facility without treatment. Pets with fleas and/or ticks will be treated to kill the fleas and/or ticks whether the customer requested the add-on or not, disclosed about the pet having fleas and/or ticks or not, and there will be a minimum charge of \$10 increasing depending on size of the dog, severity of the situation, product used, and if there is a de-ticking process.
- ❖ We put *HUMANITY* over VANITY *always*, including when you want us to do something that is not good, healthy or appropriate for your pet's breed, coat, skin or age. We avoid full blade-on-skin contact as much as possible, with the only exception already mentioned above, when the coat's condition is poor and we can't detangle the pet without pain and discomfort. Otherwise, if you request a very short haircut, we will do as short as it is safe and healthy for your pet's skin to have as protection. If you were expecting or wanting it shorter, we are sorry. We are trying to do what's best for your pet. Please ask us about your particular situation and we will be happy to explain and share our knowledge and decision-making process with you! We are skin and coat certified aestheticians, and we are here to help you and your pet!
- ❖ We are hosts to the Grooming Academy of Texas, a Professional grooming school at which people spend thousands of dollars to properly learn, study, prepare and train to offer professional, humane, and holistic grooming services adhering to National Institution standard of quality and safety. Most of the times, your pet will be handled, bathed, dried, or have basic grooming done by one of the Groomers in training. Full body haircuts though, will always be done by an already graduated, certified, and experienced Professional Groomer.
- ❖ We are a professional grooming salon. We are certified, award-winning, and nationally recognized stylists. Our groomers attend multiple classes and seminars every year and are members of national organizations. Our prices must always include tax and our prices are NOT UP FOR NEGOTIATION.

We are professional groomers with Master Groomers on staff and as owners, with the best skills, the best green and organic products, with multiple titles, certifications and badges. We charge what we charge because we're good at what we do and we are passionate about our industry. We are not the right groomer for everyone, but if we are the right one for you, we will love and deeply care about your pet as if it was our own. We are a family business, after all!

After reading the grooming release and waiver document, I have decided to become a customer of Pup Country Club and will adhere to its guidelines to the best of my ability. I release Pup Country Club of any responsibility and negativity when it comes to the points addressed in this document, and understand all guidelines and waivers in it. I understand that any questions, misunderstandings, or if I'm not 100% happy with my pet's services, I will address it directly with Pup Country Club staff to allow them to make it right by me and/or answer my questions.

Customer Full Name: _____

Customer Pet(s) Name(s): _____

Date: _____