



NEW CLIENT PACKET

Welcome to Val's Pup Cuts!

My goal is to treat every dog like my own and give them the utmost care and attention while in my care. Have no worries leaving them with me. I go the extra mile to create a calming environment for our four-legged family members and to give them the spa day they deserve. Pups of every size and kind are welcome, and they are treated to the finest products with their safety and comfort always in mind.

Included in this packet are my policies and procedures, my pricing list, a general grooming release, and a photo release. Both releases need to be signed and returned prior to your first appointment.

I love dogs from the bottom of my heart. Thank you so much for choosing to bring yours to me.

Sincerely,
Valarie Gittinger, Owner





CLIENT INFORMATION

PET NAME: _____ BREED: _____

SEX: MALE FEMALE AGE: _____ COLOR: _____

IS YOUR PET SPAYED OR NEUTERED? YES NO

ARE YOUR DOG'S VACCINATIONS UP TO DATE? YES NO

DATE OF LAST RABIES VACCINATION: _____

OWNER NAME: _____ PHONE: _____

ADDRESS: _____

EMAIL: _____

SIGN UP FOR GROOMING TEXT ALERTS (standard rates may apply)? YES NO

SUBSCRIBE TO VAL'S PUP CUTS EMAIL LIST? YES NO

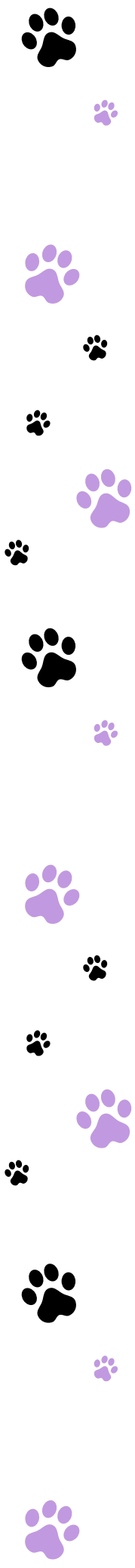
EMERGENCY CONTACT: _____ PHONE: _____

VET NAME: _____ PHONE: _____

VET ADDRESS: _____

ANY SPECIAL NEEDS OR HEALTH PROBLEMS? PLEASE DESCRIBE BELOW.

IS YOUR DOG CURRENTLY ON ANY MEDICATIONS? PLEASE DESCRIBE BELOW.





POLICIES & PROCEDURES

effective 10/18/21

Val's Pup Cuts strives to provide the safest, most enjoyable grooming experience for you and your dogs. We strive to maintain a clean grooming space and provide the highest standards possible with our grooming and the products we use. Below are policies we have developed to ensure the safety and happiness of your dogs while in our care.

ENTERING/EXITING, DROPPING OFF, PICKING UP

Please arrive on time for your appointment. Val's Pup Cuts cannot accept any early drop-offs unless prior plans have been made and approved by the owner.

All dogs must be on a leash or in a carrier when entering or exiting the salon. This is to ensure the safety of your pet and others. Curbside drop-off and pick-up are available for returning clients and must be scheduled at the time of your appointment. Curbside service is not available for first-time clients at their initial appointment.

APPOINTMENT CANCELLATIONS

Val's Pup Cuts understands that things come up last minute and schedules need to be adjusted. We strive to meet our clients' needs as best we can. However, due to the nature of this business, please note we have expectations for our clients to ensure that business runs smoothly and efficiently.

If you need to cancel your appointment, please notify Val's Pup Cuts at least 24 hours before your appointment, and we will be happy to reschedule you to a more convenient time. All cancellations that take place within 24 hours of your appointment, including no call/no shows, will be considered a "Same-Day Cancellation" and will be subject to a \$50.00 Same-Day Cancellation fee that must be paid prior to scheduling a new appointment.

LATE DROP OFF/LATE PICK UP

When scheduling your appointment, Val's Pup Cuts will provide you with a drop-off time and an estimated time for pick-up. Please note that due to zoning laws, you are unable to wait for your pet at the salon.

If you are running late to your appointment, please contact Val's Pup Cuts to let your groomer know as soon as possible. We will not accept any dogs 30 minutes past their scheduled appointment time. Any time your dog is more than 30 minutes late to their scheduled appointment, it will be considered an automatic Same-Day Cancellation and be subject to a \$50.00 Same-Day Cancellation fee that must be paid prior to scheduling a new appointment.

Additionally, you must pick up your dog at the estimated time for pick-up. Val's Pup Cuts has limited kennel space available for dogs, and we cannot board them for an indefinite period of time. When booking your appointment, please let Val's Pup Cuts know if you need to board your pet for an additional amount of time beyond your estimated pick-up time. You will be subject to a fee of \$10.00 per half-hour needed to board your pet beyond your appointment time.

If you have not made previous plans to board your pet, you must pick up your pet within 30 minutes of the estimated pick-up time provided to you. If you are more than 30 minutes late to pick up your pet, you will be charged a Day Care Fee of \$1.00 per minute over the 30-minute grace period.

Val's Pup Cuts cannot board overnight, and all pets must be picked up before the salon closes each day. Any pets not picked up by the time the salon closes will be subject to an After-Hours Fee of \$2.00 per minute past closing time.



VACCINATIONS

Val's Pup Cuts has a responsibility to ensure the health and safety of our employees and all animals in our care. We require that all dogs groomed by us be up to date on their rabies vaccinations. You will be required to bring your vaccination verification to your appointment, or you can email it to us ahead of time.

If your pet has not been vaccinated before or their previous vaccination is out-of-date, we will require an updated shot record or confirmation from your veterinarian regarding the status of your dog's rabies vaccine. Pets without their rabies vaccination or pets with an expired rabies vaccination will not be serviced.

UNALTERED PETS

Val's Pup Cuts will gladly groom an unaltered male or female dog. However, we will not accept females in heat for sanitary reasons.

GROOMING PROCESS

A full groom at Val's Pup Cuts includes a shampoo, deep conditioning treatment, face wash (if necessary), blow dry, cut/trim, nail trim, ear care, de-shedding, and teeth cleaning. Val's Pup Cuts aims to have all pets done within a 3-4 hour window, but it is not always possible. We will make every effort to keep you informed of how long we expect the grooming process to take and if we run into any unexpected delays.

You will always have the opportunity to speak with your groomer when you drop your pet off, and we will strive to do what you ask. However, there are a few instances where a service might be altered or removed entirely.

Bathing

All pets are required to be bathed as part of the grooming process. This is not only for the benefit of your pet but also to not damage the groomer's equipment. Each pet is bathed with high-end shampoos and conditioners. For pets with allergies, skin issues, or other sensitivities, we offer hypoallergenic and oatmeal-based products and therapeutic skincare. Clients are also welcome to provide any vet-prescribed medicated shampoos as needed.

Ear Care and Ear Hair Removal

All pets will have their ears cleaned with a mild ear cleaner. If your pet has an ear infection, we will let you know so that you may consult your veterinarian. Ear hair removal is a standard part of the grooming process. If you choose not to have your pet's ear hair removed, please let us know ahead of time.

Nail Trimming

All nails will be trimmed and dremeled during each grooming appointment. We always do our best to trim the nails as short as possible without injuring your pet. However, nail trimmings/dremeling may be removed from your service if your pet shows signs of aggression or stress.

De-shedding

De-shedding removes the dead undercoat so your dog is less likely to have matting or debris that can harbor skin irritations, insects, or parasites. It also helps keep the skin clean, promotes healthy fur regrowth, and regulates body temperature.

All of our full-service grooms include a 15-minute de-shed. Additional time for de-shedding ranges from \$10.00 - \$50.00. If your dog has not been de-shedded in the last 60 days, it will likely require additional time for de-shedding.

Fur Mats

Matted coats can cause a variety of problems for your pet. As a result, if your groomer sees mats on your dog, they may need to shave them down to remove them. Removing mats is a time-consuming process and causes additional wear and tear on grooming equipment. Therefore, if mats are required to be removed, your groomer will assess an additional charge to your grooming fee. This charge will range from \$30.00 - \$80.00, depending on the severity of the mats.



Fleas/Ticks/Parasites

Sometimes it is difficult for us to tell if there are fleas, ticks, or parasites until we begin bathing your dog. If your dog has fleas, ticks, or parasites, a parasite bath and potential parasite removal will be required before grooming. Our parasite bath is hypoallergenic and is an additional \$15.00 on top of your grooming fee. Additionally, we will offer you discounted re-grooming services for the next three weeks or until the parasites are gone.

Please note that if you decline the parasite bath, Val's Pup Cuts reserves the right to discontinue grooming your pet for sanitation reasons. Additionally, a \$50.00 fee may be assessed to sanitize the salon and prevent a parasite infestation.

INJURIES/EMERGENCIES

There is always the possibility of cuts, nicks, or burns during the grooming process. Some pets are more challenging to handle than others, and accidents can occur. Should any injuries occur during the grooming process, we will notify you and advise how to treat them. Injuries that result from de-matting are not the responsibility of Val's Pup Cuts, and any vet costs due to these are at the client's expense.

In the event of an emergency, Val's Pup Cuts will immediately seek professional veterinarian attention, and all attempts will be made to contact the owner.

AGGRESSIVE BEHAVIOR AND BITES

The safety of your dog and our groomer is our top priority. Val's Pup Cuts strives to be able to groom your dog safely and without injury, but sometimes that is not possible. Should your dog display aggressive behavior towards our groomer, we will make all attempts to finish grooming your pet with a muzzle.

Should your pet bite and break the skin of our groomer, we will immediately stop the groom and will charge you for all attempted services rendered. A special Handling fee of \$50.00 may be assessed for any injuries our groomer sustains while attempting to groom your pet.

If we have to turn away your dog before the appointment begins due to aggressive behavior, you will be subject to a Same-Day Cancellation fee of \$50.00.

PAYMENT

Payment is due at the time of service. Payments can be made either by cash or through Paypal or CashApp. Val's Pup Cuts does not currently accept credit cards or checks as payment. No further services will be provided until any outstanding fees have been paid.

SATISFACTION

Val's Pup Cuts will always work to give your pet the cut that you want. If you are unsatisfied with your groom for any reason, please let us know before you leave the salon so that we can make any necessary corrections and your file can be updated with any applicable notes.

Additional requests for changes after you have left the salon may be subject to a re-grooming fee at the owner's discretion.





PRICE LIST

effective 10/18/21

FULL GROOM

SMALL DOG (0-30LBS) - \$60

MEDIUM DOGS (30-60LBS) - \$80

LARGE DOGS (60-100LBS) - \$100

XL DOGS (100+LBS) - \$130

BATH AND NAILS ONLY

SMALL DOG (0-30LBS) - \$40

MEDIUM DOGS (30-60LBS) - \$60

LARGE DOGS (60-100LBS) - \$80

XL DOGS (100+LBS) - \$100

A LA CARTE

EAR CLEANING - \$10

SANITARY TRIM - \$15

EYE TRIM - \$10

DE-SHEDDING/BRUSH OUT - \$15-\$30

TOOTH BRUSHING - \$15

NAIL TRIM ONLY - \$10

NAIL TRIM + DREMELING - \$17

NAIL TRIM + PADS - \$15

NAIL TRIM, DREMELING, & PADS - \$20



VAL'S PUP CUTS GROOMING RELEASE FORM

PLEASE READ CAREFULLY; THIS AGREEMENT INCLUDES A RELEASE OF LIABILITY AND WAIVER OF LEGAL RIGHTS. IT DEPRIVES YOU OF THE RIGHT TO SUE VAL'S PUP CUTS AND RELATED PARTIES. DO NOT SIGN THIS AGREEMENT UNLESS YOU HAVE READ IT IN ITS ENTIRETY. SEEK THE ADVICE OF LEGAL COUNSEL IF YOU ARE UNSURE OF ITS EFFECT. GROOMING POLICIES, PROCEDURES, AND DOGS RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK, AND INDEMNIFICATION AGREEMENT.

This Agreement is made and entered into by and between _____
("Client") Val's Pup Cuts c/o Valarie Giittinger ("Val's Pup Cuts").

Fees and Services: Val's Pup Cuts reserves the right to charge for any services rendered and additional fees for services they consider above and above the norm covered by their standard rates. Payment is due at the time of service. No further services will be rendered to Client in the event of non-payment.

Right to Refuse Service: Val's Pup Cuts has the right to refuse service for any reason it deems. In the event that a pet cannot be groomed safely without danger to the groomer, employees, or others, Val's Pup Cuts will use muzzles, e-collars, straps, etc., to help complete the grooming process. Grooming services may be stopped mid-groom if necessary for the safety of the pet or the groomer. Grooming fees may still be applied.

Duty to Disclose: Val's Pup Cuts requires that Client discloses on an ongoing basis any and all medical or other conditions that may affect, limit, or prevent a pet's ability to be at Val's Pup Cuts. Val's Pup Cuts also requires Client to provide proof of rabies vaccination or titer testing as well as current veterinarian information before grooming will occur.

Drop off/Pick Up: Val's Pup Cuts requires Client to drop off their pet at their scheduled appointment time to ensure that space is available. If Client requests to drop off their pet early, it will be at the discretion of Val's Pup Cuts to accept the early arrival. An additional fee may be assessed.

All dogs must be on a leash or in a carrier when entering or exiting the salon. Curbside drop-off and pick-up services are available for returning clients and must be scheduled when the appointment is made. Curbside service is not available for first-time clients at their initial appointment.

Val's Pup Cuts will not accept any dogs 30 minutes past their scheduled appointment time. If Client is more than 30 minutes late to their scheduled appointment, it will be considered an automatic Same-Day Cancellation and be subject to a \$50.00 Same-Day Cancellation fee that must be paid prior to scheduling a new appointment.

Client must pick up their dog at the estimated time for pick-up. Val's Pup Cuts has limited kennel space available for dogs and cannot board them for an indefinite period of time. Client has the option for additional boarding time and must schedule that with Val's Pup Cuts prior to coming their appointment. Val's Pup Cuts will assess a fee of \$10.00 per half hour needed to board after an initial 30-minute grace period. The boarding fees will be added to Client's checkout total.

If Client does not schedule any additional boarding, they must pick up their pet within 30 minutes of the estimated pick-up time provided. If Client is more than 30 minutes late to pick up their pet, they will be charged a Same-Day Boarding Fee of \$1.00 per minute over the 30-minute grace period.

Val's Pup Cuts cannot board overnight, and all pets must be picked up before the salon closes each day. Any pets not picked up by the time the salon closes will be subject to an After-Hours Fee of \$2.00 per minute past closing time.

No-shows & Same-Day Cancellations: No-shows and Same-Day Cancellations are subject to a \$50.00 fee that must be paid prior to scheduling a new appointment. Client will be considered a "no-show" if they are more than 30 minutes late to their appointment time. Same-Day Cancellations include appointment cancellations less than 24 hours prior to the scheduled appointment time or any time that Val's Pup Cuts must turn a pet away due to aggressive behavior before the appointment begins.

Aggressive or Dangerous Pets: Val's Pup Cuts requires Client to disclose if their pet bites, has bitten, or is aggressive to people, other pets, or during specific grooming procedures. Val's Pup Cuts reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and assess a Handling fee in addition to regular grooming fees.

Mat Removal: Pets with matted coats need extra attention during their grooming session. Matting inhibits proper air circulation to the skin, causing increased body heat in the matted areas, making an ideal environment for many skin-related issues, such as hotspots and fungal infections. Dirt and dander can also collect under the mats, and tangles will pull at the skin, resulting in chafing and abrasion over time. Fleas, ticks, and other opportunistic parasites may be hiding under the mats to further irritate your pet's skin. The need to remove mats is primarily for the health of your pet.

Val's Pup Cuts will never demat an extensively matted dog. Dematting is painful for the pet and can have lasting implications concerning the dog's fears and negative associations to the grooming process. Should any dog be extensively matted, the best option is to have the pet "shaved down/stripped" and create a plan with Client highlighting the importance of maintenance (brushing/combing) with proper techniques and regular grooming appointments.

Please note that it is difficult to strip a matted pet without slightly irritating the skin since the groomer must get under the mats to remove them. Val's Pup Cuts will only strip a pet with the Client's consent. There will be an extra charge for this service because the groomer will need extra equipment and time to remove the mats carefully.

Client agrees to release Val's Pup Cuts of any and all responsibility resulting in stripping a pet, and, particularly, any medical problems or pre-existing conditions that may be uncovered and/or occur during the process.

Accidents/Illnesses: At Val's Pup Cuts, all pets are treated with the utmost care and due diligence. Val's Pup Cuts will not be held responsible for clipper burn and/or minor nicks resulting from the grooming of matted, neglected coats, or for irritation caused by removing coat from pets possessing mild to severe skin allergies, nor will we be held responsible for stressful effects grooming may have on a senior pet.

Val's Pup Cuts is not responsible for any allergic reactions resulting from the manufacturer's recommended usage of any products. Client must notify Val's Pup Cuts within 24 hours if their pet experiences an allergic reaction from the products used by Val's Pup Cuts, and Val's Pup Cuts will do everything it can to help remedy the situation.

Val's Pup Cuts is not responsible for pre-existing medical conditions or the aggravation of those conditions, such as, but not limited to, heart disease, arthritis, obesity, infections, or any other medical problem that may be affected by the grooming process.

If a pet is hurt or becomes ill during the grooming process, Client gives Val's Pup Cuts permission to obtain immediate medical care from the veterinarian of their choice, should the pet's veterinarian not be accessible. Client agrees to pay all costs for medical treatment provided unless illness or injury is a direct result of the negligence of Val's Pup Cuts.

Client must notify Val's Pup Cuts within 24 hours of any claims regarding compensation for medical attention given as a result of the alleged negligence by Val's Pup Cuts. In the event of a dispute over the claim, Val's Pup Cuts will personally consult the attending veterinarian before settling any claim.

Parasites: Parasites are a health hazard to your pet as well as to humans. If Val's Pup Cuts finds fleas or ticks on a pet during the grooming process, the pet will be treated with a flea and tick shampoo to kill the parasites, and Client will be charged an additional fee.

Should Client's pet expose the salon with parasites, an additional \$50.00 fee will be assessed to cover Val's Pup Cuts' expense for fumigation of the premises. It is necessary to fumigate to prevent contamination to other pets on the premises.

Indemnification and Release: Client agrees to expressly and forever generally waive, discharge claims, indemnify, release liability, save, hold harmless, and defend Val's Pup Cuts, their invitees, sponsor, advertisers, owners, officers, director, employees, volunteers, agents, representatives, leasers, and all others having an interest in Val's Pup Cuts (the "Releases") from and against any and all injury, liability, claims, litigation, actions, suits, costs, losses, damages, attorney's fees, expenses or demands of every character whatsoever on account of, arising out of, resulting from or relating in any way to (1) any act or omission of the Releases, including negligence, and (2) Client's participation at Val's Pup Cuts or otherwise.

Client agrees that this release shall be binding on them and their successors, heirs, legal representatives, and assigns. Client also expressly and forever releases Val's Pup Cuts from any duty to protect Client or their pet(s) from injury of any kind and agree that even if Val's Pup Cuts chooses to implement safety precautions, such actions shall not alter the fact that Client has released Val's Pup Cuts from any duty to protect Client and their pet.

Client

Date

Val's Pup Cuts c/o Valarie Giittinger

Date

PET PHOTO/VIDEO RELEASE

Val's Pup Cuts maintains an internet (website, Facebook page, Instagram, etc.) and public relations (flyers, mailings, etc.) presence for purposes including marketing and client education. Part of this presence includes posting and disseminating photographs and videos of our practice and its daily workings. Therefore, we may be interested in using images of your pet(s) and/or family as part of the effort to maintain, expand, and educate the public about our business and its services. We would refer to pets and people pictured **by first name only**, if at all.

Please let us know how we may use/post photographs of your pet(s) and/or your family (PICK ONE):

Val's Pup Cuts has my permission to use or post photographs/videos of my pet(s) and/or my family

Val's Pup Cuts may NOT use or post photographs/videos of my pet(s), my family, or me.

Owner Signature

Owner Name [Print]

Date