



# Heights Pet Grooming Salon

## Policies and Procedures

Every client is required to read and sign HPG's policies and procedures.

I, \_\_\_\_\_ (customer name), do hereby entrust my pet(s) to Heights Pet Grooming (HPG) for the purpose of grooming and/or bathing and I agree to the following:

### General Policies

1. Pet safety is a top priority at HPG. We require a current copy of your pet(s) rabies and Bordetella vaccine. Records can be e-mailed to [heightsgrooming@outlook.com](mailto:heightsgrooming@outlook.com) or brought in at the time of the appointment. Vaccines must be either presented to staff at HPG or already be on file before any services can be performed, no exceptions. **Clients that fail to provide updated vaccine records upon appointment time will incur any cancellation charges for not being able to keep their appointment.**
2. If necessary, for the safety of the pet and the groomer/bather, muzzles, elastic collars, slings, straps, etc. will be humanely used.
3. Customer is aware that if their pet does not remain still during the bathing/grooming procedure, accidents can happen (such as nicks from clippers, scissors, or toenail trimmers). HPG assumes no liability.
4. Customers may not be involved in the grooming process or in the grooming area.
5. Customers assume all liabilities, financial and otherwise, for the behavior and health of their pet.
6. The customer will advise HPG of allergies, sensitivities, or any pre-existing medical conditions (see "Emergency Consent" agreement). Clients should let staff at HPG know of any prior unfavorable grooming history as HPG groomers/bathers want to avoid repetition of poor and unpleasant experiences.
7. HPG 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 discomfort, however, these are routine procedures normally performed for the benefit and wellbeing of the pet. HPG staff will not continue any grooming/bathing procedure that causes pain/discomfort to the pet or harm to groomer/bather. Sometimes, for a more sensitive dog, these services are best left to a veterinarian.
8. HPG will be held harmless from damages, loss, or claims arising from any known or unknown pre-existing conditions of the pet.
9. The customer authorizes groomer/bather to act as his/her agent in the event emergency veterinarian services, boarding, caretaking, 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.

10. If fleas are found on pet(s), HPG will administer a flea bath to eradicate fleas to maintain salon sanitation. This is at HPG's discretion and at client's expense, \$10. The shampoo administered is gentle and non-alkaline. This is not a monthly preventative. HPG reserves the right to terminate future services for pets with recurring flea issues.

### Grooming Policies

11. **Allowing a pet's coat to get matted is not only uncomfortable but dangerous for the pet's health. The groomer/bather will de-mat the pet (if possible) at \$10.00 (subject to change according to pet breed, time, etc.) per 15 minutes (up to 30 minutes) in addition to regular grooming fees. After 30 minutes of de-matting, the groomer will either cease the groom or shave the pet, per client approval. The pet can also receive a "shave-down" to remove the mats instead of de-matting. Charges for a shave-down, or for shaving matted ears and/or tail are determined on a per pet basis. If the client requests that mats be combed out, the groomer/bather will not do so if it causes the pet undue stress or pain. Excessive de-matting is painful, time-consuming, costly, and causes extreme discomfort which can aggravate or cause skin problems. The client is aware that neglect of his/her pet's coat can cause problems after grooming such as clipper/brush irritation.**
12. Shave-downs or cuts that are outside the normal specific breed haircuts will be discussed between client and groomer/bather. The groomer/bather will perform the cuts to the best of their understanding of client's direction, and groomer's ability – no guarantee is made.
13. Shaving of client's pet may dramatically change his/her appearance as hair will be close to the skin. This may expose pre-existing skin conditions.
14. HPG staff will use extra care and patience for older pet(s); however, staff will not be responsible for clipping or brushing if it is determined to cause too much stress. HPG staff will either modify or terminate the groom/bath. Clients are advised to notify HPG of any health conditions that might make their pet(s) uncomfortable during bathing, drying, or clipping process (see "Emergency Consent" agreement). Any grooming done to an elderly pet is done at the client's risk. Safety Policies
15. HPG groomers/bathers reserve the right to alter or cease any groom in the event our staff determines it is in the pet's best interest, or if the pet displays aggressive behavior. The client understands that HPG has the right to refuse service to the client's pet(s) at any time for any reason.
16. Some pets will become uncomfortable and/or scared during grooming/bathing and may attempt to bite staff. In that event, HPG will notify the client, and either add a special \$25 handling fee to the final bill or will cease the groom/bath. The client further understands



they will responsible for any grooming costs completed. Clients are advised to alert HPG staff beforehand if they are aware their pet has exhibited such behavior in the past.

17. HPG treats all pets like our own. We guarantee that all pets will be treated lovingly and will be groomed safely. Our quality checks are performed by our salon manager for every pet. We welcome feedback and suggestions as your pet is leaving the salon, including any changes you might want to your pet's groom. HPG is not responsible for your pet once they leave the salon.

### Hours of Operation

18. Heights Pet Grooming hours of operation are

Tuesday-Friday 7:30 AM – 6:00 PM

Saturday 7:30 AM – 4:30 PM

\*\*Hours have been modified due to the COVID-19 pandemic. HPG has imposed strict drop off and pick-up times to decrease foot traffic. Please call ahead for availability for walk-in services. Drop off and pick up times are as follows:

Tuesday-Friday:

Drop off 7:30 AM – 9:30 AM.

Pick up: 2:00 PM - Close

Saturday

Drop off 7:30 AM – 9:30 AM.

Pick up: 2:00 PM – Close

19. Any pet left after closing will incur additional charges, \$25 for up to one hour after closing. If the pet is still not picked up after one hour after closing, HPG will board the pet overnight and the client will incur another \$50 charge. If the pet(s) is left more than an hour after closing more than once, HPG will not continue to service the pet(s) in the future.

### Cancellation Policy

Client appointments are important to us. HPG understands that sometimes, unexpected delays can occur, making schedule adjustments. If you need to cancel your appointment, we respectfully request at least 24-hour notice. **Clients are required to call the salon 24 hours before their appointment to avoid a cancellation fee. HPG will charge 50% of the services requested during booking. Additionally, if your appointment is booked within the 24-hour timeframe, the client has 1 hour from the time of booking to cancel or the fee still applies.**



- 20. All clients should call the salon to cancel their appointments at 713-863-1042. If necessary, clients should leave a detailed voicemail message. The salon will return any missed calls via phone or text message to confirm cancellation.
- 21. If you are more than 30 minutes late for your service, we may not be able to honor your appointment. In this case, the same cancellation fee will apply. HPG will do our best to reschedule service(s) for another time that is convenient to our clients.
- 22. We require a credit card to hold your appointment. Cancellation fees will be charged to your card on file. If the card on file declines, we will add the cancellation fee to your next grooming appointment.
- 23. In the event of an unavoidable emergency, cancellation fees will be at the salon manager's discretion.

Client has read and understands Heights Pet Grooming policies and procedures and has discussed any questions, comments, and concerns with HPG staff prior to scheduling appointment. The below signature solidifies client's agreement to terms and conditions of the policies and procedures above.

**This agreement remains in effect for all the years you & your furbabies are clients of Heights Pet Grooming.**

Client Name (Print): \_\_\_\_\_

Client Signature: \_\_\_\_\_

Pet(s) Name: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Agent who can act on your behalf for all purposes under this agreement:

Agent's Name: \_\_\_\_\_

Agent's Phone Number: \_\_\_\_\_



**Heights Pet Grooming Salon**  
**Grooming/Shave Release Form and Acknowledgement of Risk**

When shaving a dog/cat, one must proceed with caution. Due to the difficult and time-consuming nature of this service, there will be an upcharge determined by length and thickness of pet(s) fur and time it takes to remove mats either by brushing or shaving. HPG has the right to refuse service is not granted permission per owner, to perform necessary grooming/shaving.

Shaving a dog/cat may expose pre-existing conditions or increased risk of issue(s) such as:

- Parasites (fleas and ticks)
- Irritation and inflammation from debris, dander, or bodily fluids
- Rawness and hotspots from chewing or scratching
- Severe itchiness, irritation or irritation from debris, dander, or bodily fluids resulting in scratching, scooting, rubbing, licking, and biting due to the skin’s sudden exposure to air
- Hematoma (blood clot/pocket, pimple like bumps or bruise) can form on dog’s ear and be seen after mats are removed from a specific spot
- Extreme stress, hyperactivity, or aggression due to discomfort of pain
- Sunburn
- Hair loss, bald spots, loss of guard coat
- Coat not growing back in the same texture, color, and direction
- Hyperpigmentation of the skin

It is recommended to consult with your primary veterinarian for topical treatment(s) after your pet has been shaved (such as ointment, sunscreen, etc.)

Groomer Recommendations: Your groomer will suggest which style or cut that best suits your pet. HPG will not guarantee or be responsible for any services that are not recommended by your pet groomer/bather but are performed at the request of the client.

Shave-downs cuts that are outside the normal specific breed haircuts will be discussed between client and groomer/bather. The groomer/bather will perform the cuts to the best of their understanding of client’s direction, and groomer’s ability – no guarantee is made.

Initial \_\_\_\_\_

I have read and understand the above, and hereby release Heights Pet Grooming from responsibility for the shaving/grooming process and any problems that may be uncovered or occur during the procedure.

Client Name (Print): \_\_\_\_\_

Client Signature: \_\_\_\_\_

Pet(s) Name: \_\_\_\_\_

Today’s Date: \_\_\_\_\_



## Heights Pet Grooming Emergency Consent Agreement

I, the client, do hereby entrust my pet(s) to Heights Pet Grooming for these emergency measures. Heights Pet grooming staff including groomers and bathers, will be held harmless from damages, loss or claims arising from any known or unknown pre-existing conditions of the pet.

I, the client, authorizes HPG/bather/groomer to act as his/her agent in the event emergency veterinarian services, boarding, caretaking, and/or transportation is necessary and agrees to pay all costs. Any and all damages or claims shall include, but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin/coat conditions or medical conditions.

*\*Please mark all current medical conditions/injuries.*

- Anxiety                       Blind                       Deaf                       Diabetes                       Distemper(c)
- Fungal infection               Heart murmur/problems       Hepatitis(c)                       Herpesvirus(c)
- Influenza(c)                       Kennel cough(c)                       Leptospirosis(c)                       Lyme disease
- Mange/ringworm(c)                       Missing limbs                       Neurological disorders
- Parasites, (heartworms, etc.)               Parvo(c)                       Respiratory infection
- Seizures                       Senior, (11+)                       Strokes                       UTI

List any medical condition/injury not mentioned above. \_\_\_\_\_

**ALL CLEAR! (NO MEDICAL CONDITIONS)**

Client Name (Print): \_\_\_\_\_

Client Signature: \_\_\_\_\_

Pet(s) Name: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Primary Veterinarian's Name & Phone Number: \_\_\_\_\_

My signature affirms I have listed any conditions my pet has.