



Home Away From Home Pet Spa



BATHING & GROOMING POLICIES & INFORMATION

Owner's Name

Pet's Name

Breed

Age

Weight lbs

BEHAVIOR & MEDICAL HISTORY

Has your dog ever needed to be muzzled at the groomer/bather/vet's office? Yes / No

Please check off and provide an explanation if any of the following apply to your pet:

- Heart Problems _____
- Epilepsy/Seizure Disorder _____
- Prior Injuries or Surgeries _____
- Skin Problems _____
- Physical Limitations _____

Is there any other information you think we should know about your pet? _____

Would you like for your pet to have perfume/cologne after their bath? Yes / No

Would you like a decorative bandanna on your dog? Yes / No

POLICIES & DISCLAIMERS

Home Away From Home (HAFH) Bathers and Groomers are here to do what is best and necessary to safely, efficiently, and lovingly guide your pet through our Bathing or Grooming process so they can go home to you fresh and clean. We have instated the following policies to help us achieve these goals. Please initial next to each item after you have read it.

To ensure the safety of your dog and our staff members, it is sometimes necessary to use a muzzle or multiple bathers for procedures. Handling Fees will be charged accordingly. _____ **Initial**

If live fleas are found on your dog, HAFH will give your pet a flea bath and the charge will be added to your total bill. _____ **Initial**

If mats are found on your dog, HAFH may cut them out and a de-matting fee will be charged accordingly. _____ **Initial**

HAFH Bathers reserve the right to turn away dogs for any reason including but not limited to
Excessive Matting
Dangerous or aggressive behavior
Repeated late arrivals, canceled appointments, or no shows for appointments _____ **Initial**

HAFH Team members reserve the right to stop any bathing or grooming at any point during the procedure if they feel their safety or your dog's safety is at risk. _____ **Initial**

If you do not pick up your pet within 1 hour of HAFH notifying you the pet is ready to go home, a daycare fee of \$10.00 will be charged _____ **Initial**

HAFH will not bathe or groom dogs who meet one of the following conditions:
In their heat cycle
5 weeks or more pregnant
Have open sores, wounds, or stitches _____ **Initial**

Although our bathers and groomers use extreme caution and care in all situations, possible issues could occur such as cuts, nicks, scratches, quicking of nails, etc. In the event that an accident does occur, the pet owner will be notified. Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Senior pets have a greater chance of injury during grooming. If the groomer feels that an accident is serious, and the pet owner is not on-site or able to return in a timely manner, the groomer will seek immediate veterinary care for the pet. In the best interest of the pet, the groomer requests permission to obtain immediate veterinary treatment, at the pet owner's expense, should it become necessary. All medical expenses for veterinary care will be covered by the pet's owner. _____ **Initial**

I have read and understand HAFH's Bathing and Grooming policies.

Owner's Name

Date