

Oregon Tails Pet Salon, LLC  
502 Wayne Avenue, Dayton, OH, 45410  
937-259-8642

**Owner's Information:**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell: \_\_\_\_\_  
Emergency Contact (other than yourself): \_\_\_\_\_  
Emergency Contact's Phone: \_\_\_\_\_  
Who can we thank for referring you? We offer referral discounts. \_\_\_\_\_  
Which number is best to reach you when your pet is ready? Home Cell  
How would you like to be reminded of appointments? Phone Text

**Pet's Information:**

Pet's Name: \_\_\_\_\_  
Breed: \_\_\_\_\_ Sex: \_\_\_\_\_ Spayed/Neutered? \_\_\_\_\_  
Age: \_\_\_\_\_  
Approximate Weight: \_\_\_\_\_ Color: \_\_\_\_\_  
Name of preferred Veterinarian: \_\_\_\_\_  
Is your pet up to date on their rabies vaccination, as required by Ohio law? \_\_\_\_\_  
Please list any health or behavioral problems you feel we should be aware of: \_\_\_\_\_  
\_\_\_\_\_

**Please answer to the best of your knowledge:**

- Has your pet ever aggressively bitten a person? \_\_\_\_\_
- Do you consider your dog "dog friendly"? \_\_\_\_\_
- Is your pet on a monthly flea preventative? \_\_\_\_\_
- May your pet have treats while they are in the salon? \_\_\_\_\_
- Is he or she accustomed to going to the groomer? \_\_\_\_\_
- Does he or she get brushed at home? \_\_\_\_\_
- Does he or she get bathed at home? \_\_\_\_\_
- Are there parts of your pet's body they do not like touched? \_\_\_\_\_
- Is your pet accustomed to being crated? \_\_\_\_\_  
\*Your dog will be kenneled while they are in the salon. This protects your dog from non-dog friendly dogs, communicable virus, and escape. We are obligated to keep your pet safe while they are in our care.\*
- Specific things you would like to share about your pet so we may get to know them? \_\_\_\_\_
- May we use your pet's photos on our Facebook and Instagram pages and on our promotional items? \_\_\_\_\_
- When was your pet last professionally groomed? \_\_\_\_\_
- Can your pet have PET SAFE all natural cologne applied after their groom? \_\_\_\_\_

**CHECK OUT OUR TAILS SPA PACKAGES TO SAVE ON GROOMING ENHANCEMENTS!**

In addition to your pet's basic grooming package, we also offer these add-on services to enhance the groom. Price is indicated beside each service. Please check the box if service is desired.

Service	Yes/Notes
<i>Express Anal Glands (+10)</i> No charge if glands are empty.	
<i>Nail Buffing (+5)</i> Makes nails smoother and shorter than clipping alone.	
<i>De-Shed Treatment (price varies)</i>	
<i>Teeth Brushing (+5)</i>	
<i>Nail Painting (varies)</i> You choose color. Pet Safe.	
<i>Bows in Hair (FREE)</i>	
<i>Colorful Bandanna (FREE)</i>	
<i>Booty Bling (varies)</i>	
<i>Partial or Full Body Dye (varies)</i> Pet Safe Products.	
<i>Temporary Colorful Chalking/Decorating (varies)</i>	
<i>Stick on Pet Earrings (varies)</i> No piercing required. 😊 Pet Safe.	
<i>Pet Bow Tie (varies)</i>	
<i>Feather Extensions (varies)</i>	
<i>Hair Conditioning Treatment (\$3)</i>	
<i>Ear Plucking (only done to healthy ears)</i>	

**Which shampoo should we use on your pet? All of our shampoos are ALL NATURAL and detergent free.**

**All specialty shampoo upgrades are \$8 additionally.**

**We use Kelco Ultra Red White shampoo as our basic, everyday shampoo.**

- Dr. Hypo for Sensitive Skin (hypoallergenic and lightly scented)
- Ultra MD Medicated Shampoo for Skin problems
- Cocoa Tar For Itchy, Flaky, Seasonal Allergies and Dandruff
- Dr. Aloe moisturizing and conditioning shampoo
- Zap! All Natural Flea Shampoo Mandatory for pets with fleas.
- Shampoo prescribed by your veterinarian that needs to soak on the pet
- Various Seasonal (ask groomer for specials)

Does your pet have fleas? (All pets presented with fleas receive a mandatory flea bath for an additional \$8.00. This is to provide relief to your pet and protect the other dogs in the salon. A flea bath is not a preventative.) You will be informed of the need for a flea shampoo upon \*pick up.\*) \_\_\_\_\_

## Client Grooming Agreement

- Aggressive or Dangerous Pets: Owners MUST inform Oregon Tails Pet Salon if your pet(s) bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. Oregon Tails reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for aggressive dogs in addition to the regular grooming charge. If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.
- Health, Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet or pet and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give Oregon Tails permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to the Oakwood Veterinary Clinic. It is agreed that all expenses for veterinary care will be covered by the pet's owner upon signing this contract/agreement. We also ask that you make your groomer aware of any and all existing health issues.
- Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Oregon Tails Pet Salon does not wish to cause serious or undue stress to your pet, and will not de-mat a felted coat for you. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. 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 also exhibit brief behavioral changes. **Prevention is the best defense against matting by scheduling regular grooming appointments. We believe in Humanity over Vanity. Extra Charges Apply.**
- Puppy's first Haircut: The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing & combing their coats. Frequent handling of paws can help pets better accept nail clipping or trimming around the feet.
- Double Coated Shave Down/Heavy Haircut: Shaving a dog that is "double coated" comes with a variety of risks. Regular shavings for a double-coated dog can lead to post-clipping alopecia, which means that their coat may not grow back to normal or it may even grow back in patches. Shaving increases their susceptibility to sunburn. Shaving a double coated dog does not prevent them from shedding, as shaving disrupts the shedding process. Although this may reduce the amount of shedding in the home, the hairs that cannot shed normally are trapped and compacted. Your groomer will happily shave your double-coated dog at your request, but we ask you to be aware of these issues.
- Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp, and even though 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. **If you arrive to pick up your pet and they are still being groomed, please do NOT talk to them or allow him/her to see you. Please wait for Oregon Tails to call you when your pet is ready before you drop in.**

Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. Extra charges apply for rushed grooms.

- **Pricing:** Any price given to you over the phone or internet is an “estimate.” This means it is subject to change due to factors that are not known until we meet your pet, feel through his coat, and have the opportunity to work with him. We do our best to give an educated and approximate estimate based on information provided, but every pet is different, not only physically but behaviorally.
  - **Price Changes:** We will keep a pet's base price the same for one year of patronage if the pet and owner meet certain criteria. The pet must be groomed at minimum 4 times a year, with no longer than 3 months in between visits. During the time between professional grooming the pet must be “reasonably maintained.” What qualifies as reasonable maintenance is strictly at the groomer's discretion. After one year, the groomer will evaluate the dog's grooming regimen and then determine if a base price increase or decrease is warranted. The price may change without notice. Base price refers to the cost of the service without any add-ons.
  - **Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Flea infestations can lead to tapeworm and other health problems. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. A flea bath is not a preventative, it will only kill fleas present on your animal. This is done mostly to protect other pets in the salon from exposure, and to provide relief to your pet. Please note that parasites are a health hazard to your pet as well as to humans. You will be notified upon pick up if your pet required a flea shampoo.
  - **Cancellations or NO Call No Show:** Cancellations happen and we understand schedules sometimes change. If you must cancel we ask that you give as much notice as possible. Chronic cancellations may result in the inability to book future appointments and a cancellation fee up to the amount of the grooming. Habitual no shows may be subject to a fee up to the price of the grooming and may no longer be able to schedule future appointments.
  - **Late Pickup:** Pets will be given an ESTIMATED time of completion upon drop off. Please understand that this is an estimation and for reasons beyond our control circumstances may arise where grooming may be done early or may take longer than initially estimated. You will be called to pick up your pet immediately after grooming. We ask that you retrieve your pet in a timely manner not to exceed one hour. If we have not received any communication by 2 hours after close, animals will be taken to the ARC and we are not liable for anything after that point.
- Hold Harmless Agreement:** By signing this contract you (or your Agent) agree to hold Oregon Tails Pet Salon, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Oregon Tails Pet Salon. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

I have read and agree to the policies of Oregon Tails Pet Salon. A copy is available upon request for your records. Please Note: This form will automatically apply to any and all additional pets acquired by above Pet Owner.

Sign Name \_\_\_\_\_

Print Name \_\_\_\_\_ Date \_\_\_\_\_