



C U S T O M E R A G R E E M E N T

The well being of your pet is our #1 priority at Rainbow Grooming! You have our commitment that the grooming experience will be as enjoyable and compassionate as caninely possible ... an invigorating hydrotherapy bath, a refreshing ear cleansing, relaxing music, pleasing scents, minty breath spray, tasty treats and the undivided attention of a devoted dog loving professional. In other words ... your pet will be treated like gold!

Please read these important considerations prior to having your dog groomed. Then, print it out, complete the information on page two of this form and return this signed Customer Agreement at the start of your first appointment, along with proof of your pet's vaccinations.

YOUNG PUPS OR FIRST HAIRCUT The first grooming experience for a puppy (or any age dog) requires patience and understanding. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept the grooming experience by regularly massaging pet's paws as well as brushing their coats. Frequent handling of the paws can help pets better accept nail clipping or trimming around the feet. Puppies should have completed all vaccinations prior to their first grooming. Please check with your vet if you're not sure if your pet is ready for grooming.

A GOOD DOG HAVING A BAD DAY It is the goal of Rainbow Grooming that your pet enjoys the pampering received while in the Mobile Dog Salon. No services that may be risks to safety or may cause stress to the pet will be forced. Rainbow Grooming may find it necessary to discontinue or refuse services in cases where a multiple groomer setting or a veterinary setting involving sedation may be more appropriate. Showing teeth, nipping, growling or vicious barking are indications that your pet may be better suited to grooming in a different environment. In such cases, the customer will incur a partial charge of \$15 for the visit, plus any services performed. Additional handling fees will be charged when behavioral problems significantly impact the grooming process. If the pet should bite, the owner is responsible for all medical costs.

FLEAS OR TICKS Rainbow Grooming uses no pesticides on your pet; however, natural flea baths are available. If you suspect your dog has flea infestation or ticks, prompt and thorough action on your part is needed. Before your grooming appointment, see your vet about the very effective products available that require convenient monthly applications. It is also important to treat your home, your dog's bedding and the surrounding outside environment to prevent reinfestation. If any fleas are found on your pet during the grooming process, Rainbow Grooming will treat the condition with a natural product, at an additional charge.

MEDICAL MATTERS For everyone's safety, owners must provide proof that dogs are current on all vaccinations prior to grooming services. If a health emergency should arise, the customer authorizes Rainbow Grooming to obtain veterinary treatment. The customer agrees to pay all expenses incurred and hold Rainbow Grooming harmless. The customer understands that no treatment is guaranteed. Rainbow Grooming will not be held responsible for any side effects potentially resulting from any products used in the grooming process or for any accidents that may occur during the grooming process. In the cases of pets who are severely matted, the customer agrees that, for humane and health reasons, the hair will be shaved short. Regular brushing as the hair grows out will help to avoid this problem in the future.

It is not recommended that the owner be present during the grooming process, except under special circumstances, since the presence may cause unwanted distractions. If the owner's presence is deemed appropriate, Rainbow Grooming is not responsible for any accidents that may occur.

PAYMENT FOR ALL SERVICES, BY CASH OR CHECK, IS DUE WHEN SERVICES ARE RENDERED.

*If you need to reschedule your appointment, please provide 24 hours notice.
If Rainbow Grooming is not notified of a cancellation, a fee of \$25 will be charged.*

**PLEASE COMPLETE AND RETURN THIS FORM AT THE START OF
YOUR PET'S FIRST APPOINTMENT.**
If any information changes, please notify us so that your pet's file is kept up-to-date.

OWNER'S NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

TELEPHONE(S) Home () _____ Cell () _____ Other () _____

E-MAIL ADDRESS (optional) _____

PET'S NAME _____ MALE FEMALE

BREED MIXED OTHER _____ WEIGHT _____

BIRTHDATE or AGE _____ NEUTERED or SPAYED? YES NO FAVORITE TREATS (optional) _____

VETERINARIAN'S NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

TELEPHONE Office () _____

MAY WE CONTACT YOUR VETERINARIAN IF NEEDED? YES NO

RABIES VACCINATION EXPIRATION DATE _____ DOG LICENSE NO. _____

SPECIAL CONSIDERATIONS (physical ailments, allergies, medical conditions)? YES NO

IF YES, PLEASE EXPLAIN (veterinarian's written release may be required) _____

FLEA AND TICK PREVENTION TREATMENT USED _____

HAS YOUR DOG EVER SHOWN AGGRESSIVE TENDENCIES OR BITTEN ANYONE? YES NO

IF YES, PLEASE EXPLAIN _____

HAS YOUR DOG EVER BEEN GROOMED PROFESSIONALLY BEFORE? YES NO

HOW DID YOU HEAR ABOUT RAINBOW GROOMING? _____

ARE YOU INTERESTED IN SETTING UP A REGULAR GROOMING SCHEDULE? YES NO

IF SO, HOW FREQUENTLY WOULD YOU LIKE THE APPOINTMENTS? (please check one response)

Weekly Every 2 weeks Every 3 weeks Once a month Every 5 weeks Every 6-7 weeks Every 2 months Every 3 months

Any additional information you would like to share about your dog to help make the grooming experience the best it can be? _____

PET OWNER'S SIGNATURE * _____ DATE _____

**Your signature indicates you have read and are in agreement with all information stated in this Customer Agreement.*

THANK YOU FROM RAINBOW GROOMING LLC! WE ARE LOOKING FORWARD TO PAMPERING YOUR PETS!

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