

CLIENT CONSENT FORM



Contact and Client Profile

Please print clearly using blue or black ink. Fill in all applicable fields to your best knowledge

CLIENT CONTACT INFORMATION

Clients full name

Address

Mobile number

Email address

Work Number

EMERGENCY CONTACT INFORMATION

Emergency contact name

Relationship to owner

Mobile number

Work Number

Email address

VET INFORMATION

Vet name

Vet address

Phone number

Opening hours

Email address

TERMS AND CONDITIONS



TERMS AND CONDITIONS FOR Grooms By Axel

All clients are required to complete and sign our terms and conditions and then promptly return them to us before we undertake your dog's first grooming session.

We understand Data protection is very important therefore all your data is strictly confidential and under no circumstances will it be shared with any third party.

If your dog has any new health conditions or anything has changed before their grooming session we would appreciate it if you could please inform us of these changes so that we can best care for your dog to the highest possible standards and ensure a safe and comfortable environment for them.

BEFORE YOUR DOGS GROOM: Before dropping your dog off with us, please make sure they have been to the toilet before their grooming session begins so they are comfortable during their time with us. We make sure your dog has access to fresh water whilst they are with us. We also advise that you don't feed your dog 30 minutes before their scheduled grooming appointment.

GENERAL INFORMATION

DEPOSITS & CANCELLATIONS: A non-refundable deposit of \$25 is required at the time of booking to secure your dog's grooming session. This deposit will be deducted from your final grooming fee if the appointment goes ahead as scheduled.

In the event of a cancellation:

- If you provide at least 48 hours' notice, we are happy to carry your deposit over to your next appointment or issue a refund if requested.
- If less than 48 hours' notice is given, or if the appointment is missed or re-scheduled multiple times, the deposit will be retained to cover the cost of the lost appointment slot.

To cancel or reschedule, please contact us by calling 760-923-8101 or emailing groomsbyaxel@gmail.com. You can also go through the Groomer IO app to make any changes to your appointment.

The deposit will be refunded by the method you used for payment at the time of booking your grooming appointment. If you wish for it to be refunded using a different method, please inform us of how you would prefer to be refunded and we will do our best to sort this out for you. Refunds will be paid within 14 days of us being informed of the refund request. We will confirm the request by writing either by email or letter. If for any reason the 14 days cannot be met we will inform you immediately.

If the grooming session has started but we are unable to proceed and finish the full grooming session due to your dog's uncooperative or aggressive behavior, we will have to end the grooming session immediately. for the welfare and safety of our staff and your dog.

We ask that you honestly answer our questions about your dog's temperament and any worries you may have about them being groomed so that we can prepare ourselves for their grooming session and assess whether we think they are suitable to be groomed in our salon safely.

We reserve the right to cancel the grooming session if we feel under threat and that we have not been properly informed of your dog's behavior. A reasonable charge will be charged for the time spent trying to groom your dog and the allocated slot appointed to you.

CHARGES: Our prices are based on the weight and breed of your dog. Please understand that quotes charged for a standard cut of the breed of dog you request to be groomed may vary if the dog is matted, or needs a special trim which will include shave downs. Please inform us of the exact cut you require at the time of booking so we can provide you with an accurate price. The price of the groom will be the price stated at the time of booking if the exact grooming style is agreed upon.

Please note that our standard grooming charge is for dogs that are used to being professionally groomed and their coats are well maintained by brushing and washing in between grooming sessions. If when your dog is dropped off and we do our consultation, we feel your dog's coat may need extra services to get it to the expected standard we will discuss this with you before we start the grooming service. If we need to contact you we will do so by your preferred method of contact.

Please be aware that extra charges may occur if your dog's coats are Matted, knotted, maintained to a poor standard, or excessively overgrown.

This is because it will take extra time to get their cut to the standard we aim to reach.

An uncooperative or aggressive dog during our grooming session may also be charged more as it will require unexpected extra time and care.

If we are unable to complete a groom due to behavioral problems or aggression you will be charged the price of the groom. All costs are payable in full at the time you collect your pet.

Grooms by Axel have the right to refuse to groom a dog at their discretion without a given reason.

PUPPIES' FIRST HAIRCUT: Here at Grooms By Axel, we start puppy grooming from 11 weeks old, after they have completed their second set of vaccinations. We recommend having their first grooming session when they are this age so they can get used to the grooming process young so it won't be a stressful experience for them later in life.

We allocate more time for puppies to have their first grooming session so we can make them feel as safe and secure with us as possible. Their first "cut" appointment will consist of being bathed, blow-dried, and brushed slowly to build their confidence with the process. We will then provide a face, feet, and fanny. This will get them used to the scissors and clippers. A full groom can produce stress for a first time pup.

PARASITES/ TICKS/FLEAS: If fleas or ticks are found during the grooming process, your dog will receive flea treatment with your permission to kill the parasites and an extra charge will be applied.

We will try to contact you prior to doing so but if we are unable to make contact by signing this contract you are excepting to cover the costs that occurred. Please note that parasites can be dangerous for your dog as well as for humans. If you feel your dog isn't themselves please take them to the vet for a check-up before bringing them into the salon

If we find parasites on your dog, we will contact you straight away so you can collect them immediately. Grooming will be stopped at this point, depending on where we are up to in the grooming process a fee may incur.

We will then arrange a new date that is convenient for you to complete the full grooming service.

We will not under any circumstances attempt to remove ticks ourselves, we deem this dangerous and feel this should be done by your vet to ensure the tick is removed safely & successfully.

LIABILITY: The owner understands that by leaving their dog in our care they leave their dog entirely at their own risk and discretion.

Whilst we take every safety measure extremely seriously we can not accept any responsibility or liability in the case of any injury, death, or illness of your dog whilst in our setting.

We advise having pet insurance before your dog's groomed in the unlikely event your dog needs emergency veterinary care.

DIFFICULT DOGS: It is the responsibility of the owners to notify Grooms By Axel if their dog is aggressive in any way towards people or other dogs. It may be appropriate to use a muzzle if we feel our safety is in jeopardy during any stage of the grooming process.

We will discuss this with you and agree on a suitable way to groom your dog safely, but to also make sure your dog is not stressed and uncomfortable. We want to make the experience as positive as possible for your dog.

By signing this contract you are agreeing that if we feel it is completely necessary for the safety of our staff that a Muzzle may be used. Please be reassured that using a Muzzle will not harm your dog and is simply a way to keep both the groomer and your dog safe.

It is the owner's sole responsibility to notify us if they do not wish for their dog to use a muzzle. Refusal to wear a muzzle may result in the grooming session being canceled.

Grooms By Axel reserves the right to refuse to groom your dog if your dog shows any aggressive tendencies as we cannot risk our safety. If there is an incident where we are injured by your dog you agree that you are fully liable for any medical bills, loss of income, or damage to equipment or premises. If you are unsure how your dog will react to the grooming process please inform us and we can assess your dog for their first groom with us.

ACCIDENTS: Although extremely unlikely, accidents can happen during the grooming process. In the event of an accident or serious medical issue that arises during your dog's grooming session, you the owner authorizes [Business Name] to seek emergency veterinary treatment. You as the owner will be responsible for paying the costs of any veterinary treatment needed.

Things like cuts, scrapes, scratches, etc can happen due to the nature of the job and how dogs like to move about. Please be assured we make every effort to make sure your dog is groomed safely.

HEALTH & WELLBEING: Sometimes during the grooming process, we come across medical issues that need addressing. If you have not informed us of the condition in your introduction forms we will try to contact you using the phone number you have provided to discuss what you would like us to do.

If your dog has a new condition that we are unaware of please inform us so we can update your files and be aware when we are grooming your dog so they are as comfortable as possible.

We may need written approval from a vet to ensure your dog is fit and healthy enough to be groomed. If your pet is unwell on the day of your appointment, it may not be accepted for grooming due to the risk of spreading viruses to other dogs.

We recommend that your dog is up to date with their vaccinations. They may pass or interact with other dogs whilst on our premises but please rest assured we disinfect surfaces and grooming equipment between grooms.

If your dog had been microchipped or vaccinated within 24 hours of your booking we will unfortunately not be able to proceed with the groom as your dog may still be sensitive around the neck area from the needle and have an allergic reaction to the vaccine.

PHOTOGRAPHS & VIDEO: We love taking photos of your dogs during their grooming sessions especially our before, during, and after groom photos. Photographs may be used on our Grooms By Axel website, socials, and printed promotional documents. Please let us know if you prefer your dog not to be photographed and have its picture on any of our social media.

MATTED DOGS: If your dog's coat is matted you acknowledge and agree that it may not be possible for Grooms By Axel to achieve the style that you desire. Grooms By Axel will try our very best to meet your requirements however a matted coat may result in us having to clip/shave your dog's coat short.

If your dog's coat is badly matted it will require a long grooming session. In accordance with the Animal Welfare Act, we will not spend more than 15 minutes de-matting.

It is extremely important to us that your dog is comfortable and matting can be painful to remove, therefore clipping/shaving short may be the most suitable option. It's important to not leave the fur matted as this will aggravate your dog's skin resulting in your dog being in pain and discomfort.

We will discuss this prior to the groom and Grooms By Axel will require you the owner to sign the Clipping/Shaving policy.

There are risks such as cuts, or abrasions when shaving and this may result in irritable itchy red skin. It's important to keep on top of grooming to prevent this from happening in the future.

De-matting is not without risk so we do not accept liability for any abrasions, cuts, or sores after the grooming session. If you need any advice about how to look after your dog's skin after being shaved just let us know. we are happy to help.

There will be an additional charge for de-matting due to the amount of time and care it takes.

Pre-shaving of any kind will be \$35 extra on top of a full groom

GROOM REPORT CARD: Grooms By Axel will provide you with detailed feedback after every grooming session. We will speak to you directly but understand that sometimes you may be in a hurry and it may not be possible so we also do an end-of-groom report with all the pampering your dog has had and how they were during their groom

If you have any queries or need further clarification or information please just ask or contact Grooms By Axel asap. We are more than happy to discuss any details of your dog's grooming session or advise you about how best to care for your dog's coat after their grooming sessions.

If you are however unhappy with any part of the service that you have received please let us know before you leave the salon. We are happy to alter the cut immediately or note down any changes for the next grooming session. We want you to be 100 percent satisfied with your dog cut so please do let us know if we can do anything to make your experience even better

ELDERLY DOG POLICY: From time to time, grooming can expose underlying medical problems or aggravate an already existing one. If your dog is over the age of 10 please make sure you have updated your pet's introduction forms with any new illnesses or health conditions that you may feel could impact your dog's grooming experience. It's important we know of any health issues no matter how big or small before starting the grooming process.

Older dogs have a higher chance of being injured during the grooming process. By agreeing to have your dog groomed with us you are accepting that you alone are liable for any accident or injury that may occur whilst your dog is at the salon and any vet expenses are for you to settle.

CLIENT'S CONSENT

By signing these terms and conditions, you the owner agree to hold Grooms By Axel harmless from any liability or responsibility whilst your dog is in our care.

Any alteration to this agreement must be in writing and signed by both parties., although the terms of this agreement can change at any given time. You will be notified of any changes.

I have read the terms and conditions thoroughly and agree to give my full consent to Grooms By Axel

*Client name:

*Date:

*Your signature:

Grooms By Axel:

Dog groomer:

Date:

Signature:

INCIDENT REPORT

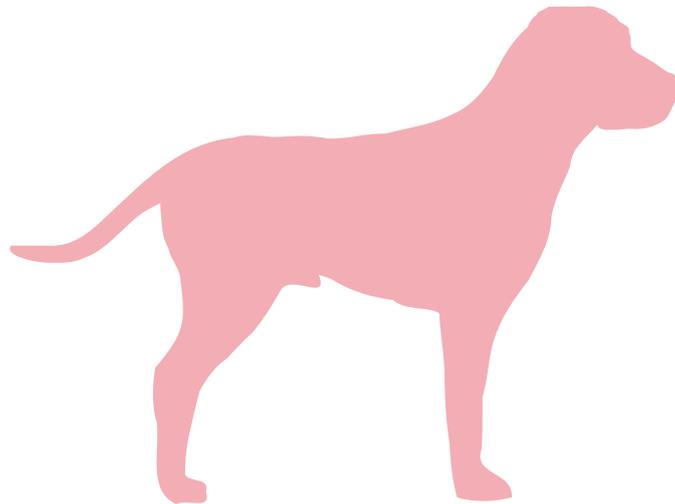


INCIDENT INFORMATION:

Owner Name:	Dogs name:
Date of Incident:	Time of incident:
Location:	Others involved:
Groomer name:	

INCIDENT DETAILS

Please indicate where the injury took place - circle on the image below:



Comments:

Details of incident

Were there any injuries / Treatment needed

Was vet treatment needed? Y ● N ●

Was there a reason for the incident?

Have any measures been taken to ensure this type of accident doesn't happen again?

Owners Name: Date: Signature:

Groomers Name: Date: Signature:

DOUBLE COAT POLICY



DOUBLE-COATED POLICY

Here at Grooms By Axel, we do not recommend shaving down double-coated dogs. It is important to realize that shaving a double-coated dog can have a long-term effect on your dog as it will impair the texture and feel of the dog's natural coat as well as removing its top layer of protection. This will result in the coat not being able to fully grow back which in term can have an impact on your dog well being. Razor burns are likely which can be painful for the dog and take a while to heal. Dogs with double coats tend to have more sensitive skin so being exposed to the sun and its UV rays will be harmful to them.

Under **NO** circumstance will we shave a double-coated breed. We aim to provide you with the best possible service and will only recommend what we think is best for your dog's coats and their well-being.

Here are a few examples of Double-Coated Breeds: -

- Scottish terrier
- Beagle
- Shih Tzu
- Golden and Labrador Retrievers
- German and Australian Shepherds
- English Shepard
- Cairn terrier
- Pomeranians
- Siberian Huskies
- Chow Chow
- Border Collies
- Newfoundlands
- Corgis
- Cavalier King Charles

REASONS WE DON'T RECOMMEND SHAVING DOUBLE COATED DOGS

- Skin problems can occur. Razor burn, sore spots, and skin irritation can happen due to your dog feeling the need to lick and scratch following their grooming session
- The undercoat acts like insulation and is there to regulate the dog's body temperature, shaving this can have an effect on them
- Shaving may seem to help shedding but it is only a temporary fix.
- The top coat can be damaged beyond repair which can make shedding unpredictable and uncomfortable for the dog.
- The undercoat may become damaged exposing the dog to heat and insect bites.
- Alopecia may occur in severe cases. Patches of fur may be shorter than in other areas and in worst case scenario may not grow back at all
- The top coat can take up to two years to fully grow back. The texture may be completely different than before the shave, Bald patches may occur too.
- Shaving can distress the dog and make them feel uncomfortable
- The dog will be exposed to the elements and may get a sunburn, heatstroke, and worst case skin cancer. It may be necessary to take extra precautions for the dog following a full shave such as clothing and sunscreen. We are here to offer advice on this.

The reasons listed above are the reasons Grooms By Axel will **NOT EVER** shave down a double-coated breed. It is for the health of your pet that we reserve the right to refuse this service. If you still wish to have this service done, you will have to go elsewhere.

Thank you for your understanding and cooperation!

ACCESS TO HOME POLICY

ACCESS TO HOME

As your trusted mobile dog groomer, it is essential that I have reliable and timely access to your home to ensure your pet is prepared and ready for their scheduled grooming session. This allows appointments to run smoothly, on time, and with minimal stress for both pet and groomer. The following policy outlines expectations regarding home access:

1. Access to Your Dog

Clients must ensure that their pet is available and accessible at the agreed time of appointment. This may include:

- Being home to hand over your pet at the time of arrival.
- Providing a key or access code (door, garage, or gate) in advance.
- Arranging for someone else to be present to assist with access (e.g., partner, family member, neighbour).

If you provide physical keys or digital access (e.g., keypad entry), all access details will be stored securely and used solely for scheduled grooming purposes.

Important: If you change locks, alarm codes, or contact persons, you must notify me at least 24 hours before your next appointment.

2. Inability to Access the Property or Dog

If I am unable to access your dog at the scheduled appointment time due to unforeseen issues outside of my control, such as:

- Locks or gates being changed without notice
- Keypad codes not working
- Nobody answering the door
- Dog not being on the premises or unable to be handled
- Obstructions like vehicles blocking access to your driveway

Then the appointment will be treated as a missed visit and will be charged in full. I will make every reasonable effort to contact you or your emergency contact. However, if access cannot be gained within 15–20 minutes, I will need to move on to the next appointment to stay on schedule.

3. Client Responsibilities

To help ensure a safe and smooth visit, clients are responsible for:

- Providing accurate and up-to-date access information
- Ensuring your dog is ready and available at the time of appointment
- Making sure driveways and entryways are clear and accessible
- Ensuring gates, doors, and intercoms function properly

If you live in a secured complex or require concierge access, it is your responsibility to make necessary arrangements ahead of time.

4. Emergency Situations

If I believe your pet's welfare is at risk due to a lack of access or abandonment concerns (e.g., a pet left alone with no access for extended periods), I reserve the right to:

- Contact your emergency contact
- Notify animal welfare authorities, if appropriate

Any costs or legal responsibilities incurred as a result will fall to the Client.

5. Cancellations or Rescheduling Due to Access Issues

If you foresee any issue with access on the day of your appointment (e.g., you won't be home, renovations, lock changes), please provide at least 24 hours' notice to reschedule.

- Less than 24 hours' notice may result in a full charge for the missed appointment.

DE-MATting POLICY



DE-MATting AGREEMENT

If your dog's coat is matted you acknowledge and agree that it may not be possible for Grooms By Axel to achieve the style that you desire. Grooms By Axel will try our very best to meet your requirements however a matted coat may result in us having to clip/shave your dog's coat short.

This agreement has been given to you as we feel the kindest thing to do for your dog is a shave-down service. Some coat types are extremely high maintenance and when things like weather, lifestyles, time, and if your dog is willing to be groomed, it doesn't take long for your dog's coat to become matted! We are here to make sure we get these mats out of your dog's coat successfully. Mats occur frequently in many dog breeds with curly, fine hair, or double coats. Matting happens when fur becomes tangled and wraps around itself, this can cause pain and discomfort to your dog.

Our main priority here at Grooms By Axel is the safety and welfare of your dog, we want their visit with us to be as calm and stress-free as possible resulting in them feeling better after their grooming session. Under the Animal welfare act 2006 (updated 2010) quote "All Animals are to be protected from pain, injury, suffering, and disease" we believe that shaving off the matted fur is the most humane way to do this. This may seem like drastic measures but it is the least stressful and painful way to groom a matted dog and we feel this is the best option for your dog.

In accordance with the Animal Welfare Act, we will not spend more than 15 minutes de-matting. Where possible we will work to de-mat/brush any hair that may be salvaged but only under the strict condition that it is causing no pain or suffering to your dog. If we feel your dog may become stressed, we will not attempt to do so. There will be an additional charge for the process as it requires more time and patience.

Due to the condition of your dog, we believe that the best and most humane thing to do is a shave down. This will remove all matting. We don't feel a brush-out would solve the problem as this would make your dog uncomfortable and irritable. We can however shave the matted area whilst keeping other areas longer if this is possible and this is what you desire. Please note that the length difference may be visible and not as blended as a normal cut but we will do our absolute best to have your dog looking the best they can.

We feel starting from scratch is the best option for now so shaving off the matted areas is in the best interest of your dog. We must warn you that your dog's skin is likely to become irritated during the process so we will use special mud treatment to help soothe any irritation that may occur during the process. We can also advise on aftercare.

Unfortunately, cuts may occur during the process due to the closeness of the mats to the skin. We will have to use a short blade to clip between the skin and the matted area. We need to make you fully aware that injury can happen and that we will take every care to prevent this. If you could please sign the declaration below releasing us of any responsibility., we can then begin the process.

I hereby release Grooms By Axel from any responsibility for the process mentioned above along with all medical problems that may occur during the clipping process. Should my dog require veterinary care after or during the process, I agree to pay all vet fees for the above-mentioned dog's care. I also agree to the added cost of the clipping process of \$35.

Owners name (Print):

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Owners signature:

.....

Date:

.....

Vet name:

.....

Vet telephone:

.....

Grooms By Axel signature:

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CANCELLATION POLICY



CANCELLATION AND NO-SHOW POLICY

At Grooms By Axel, we aim to provide a professional, reliable, and fair grooming service. To help us manage our schedule and respect the time of all clients, the following cancellation and deposit policy applies:

1. Deposit Requirements

A non-refundable deposit of \$25 is required at the time of booking to secure your dog's grooming appointment. This amount will be deducted from the final grooming fee if the appointment goes ahead as planned.

2. Cancellations & Rescheduling

We kindly ask for a minimum of 48 hours' notice for any cancellations or rescheduling.

- Cancellations made with more than 48 hours' notice will be eligible for a full refund of the deposit or, if preferred, the deposit can be carried over to your next appointment. This will be recorded on your account.
- Cancellations made with less than 48 hours' notice, or repeated rescheduling, will result in the deposit being forfeited.
- Appointments can be cancelled or rescheduled by calling us on 760-923-8101 or emailing groomsbyaxel@gmail.com. You can also use the Groomer IO app to make any changes to your appointment.

Refunds (if applicable) will be returned using the original payment method within 14 days of the request. If an alternative method is preferred, please inform us in advance and we will do our best to accommodate.

3. Missed Appointments & Late Arrivals

- If you miss your appointment without prior notice (a "no-show"), the deposit will be forfeited and future bookings may require full prepayment.
- Clients who arrive more than 15 minutes late may need to reschedule to avoid disrupting other appointments. In such cases, the deposit will not be refunded.
- Consistent no-shows or last-minute cancellations may result in refusal of future services.

4. Difficult Dogs

The safety of your pet and our staff is paramount. If we are unable to complete a grooming session due to your dog's aggressive, highly anxious, or uncooperative behavior, the session will be ended immediately.

- A partial charge will still apply to cover the time booked and attempts made.
- We ask that clients fill out our dog grooming intake form honestly, especially regarding temperament, medical issues, or prior grooming challenges, so we can prepare appropriately and assess whether your dog is suitable to be groomed in our care.

We reserve the right to refuse or cancel appointments if we feel at risk or were not fully informed of the dog's behavioural needs at the time of booking.

5. Illness or Medical Concerns (Dog or Owner)

If your dog is unwell, has recently been injured, or is recovering from a medical procedure, please contact us before your appointment to determine whether grooming should go ahead.

- Dogs showing signs of illness (e.g., vomiting, diarrhea, kennel cough, open wounds, or contagious conditions like fleas or skin infections) will not be groomed, and the appointment will be rescheduled.
- If your dog arrives and is found to be unfit for grooming due to illness or injury, we reserve the right to refuse the session for their safety and the health of other clients.
- If you or a household member are unwell and unable to attend the appointment, please inform us with as much notice as possible so we can rearrange.

In cases of genuine illness, at our discretion, the deposit may be transferred to a new date if notified in advance.

6. Weather and Emergency Cancellations

In rare cases, appointments may need to be postponed due to extreme weather, vehicle issues, power outages, or unforeseen emergencies on our end.

- If we are forced to cancel your appointment, we will contact you as soon as possible and reschedule at your convenience.
- In such cases, your deposit will be transferred or refunded in full.

We ask for your understanding during such circumstances, and we will always aim to accommodate you promptly.

7. Our Commitment

We understand that life happens, and occasionally appointments may need to change. Our goal is to remain as flexible and understanding as possible—while ensuring our small business can continue to operate fairly for all clients.

Thank you for your support and understanding.

TICK AND FLEA POLICY



TICK AND FLEA POLICY

FLEA & TICK POLICY:

We politely ask that ensure your dog is up to date with any flea and tick treatment before their scheduled appointment with us. If you suspect they may have fleas or a tick please check them thoroughly and inform us as soon as you can if you need to cancel your appointment. (please also see cancellation policy)

If we do come across any fleas/ticks on your dog, we will contact you straight away so you can come and collect them immediately. We will be unable to continue grooming your dog for health and safety reasons so your dog's grooming service will be stopped at this point. Depending on where we are up to in the groom, a fee may incur.

We will then arrange a new date to complete the grooming service with you. We will not under any circumstances attempt to remove ticks ourselves. We are not trained to do this and feel is better for your vet to remove the tick to ensure it is removed safely & successfully.

You will be charged full payment as we will need to ensure the salon is sanitized which means taking time out to fully sanitize the salon before grooming any other dogs.

LIABILITY WAIVER



Clients name: _____

Age _____

Dogs name: _____

Appointment date _____

Breed _____

At Grooms By Axel, the health, safety, and comfort of every dog in our care is our top priority. While we take every precaution to ensure a safe and stress-free grooming experience, grooming involves handling live animals and working with tools, which carries a small but inherent risk. This agreement outlines our mutual understanding and responsibilities.

1. Consent to Groom

I give permission for Grooms By Axel to groom my dog, and I understand that all grooming services will be performed with compassion, professionalism, and care. I confirm that my dog is fit and healthy enough to be groomed at the time of the appointment.

2. Health & Behavior Disclosure

I have disclosed all known medical conditions, allergies, injuries, behavioral issues (including aggression, anxiety, or reactivity), or past incidents during grooming. I agree to update Grooms By Axel of any changes before future appointments.

I understand that failure to disclose behavioral or health concerns may result in injury to my pet or the groomer, and that [Your Business Name] reserves the right to refuse or discontinue service if the dog poses a risk.

3. Emergency Care Authorization

In the event of a medical emergency, I authorize Grooms By Axel to seek veterinary care for my dog at the nearest available clinic. I understand I will be responsible for all associated veterinary costs.

4. Coat Condition & De-Matting

If my dog's coat is matted, I understand that Grooms By Axel may need to shave or remove mats to prevent pain or further skin damage. I acknowledge that mat removal can occasionally cause minor nicks, irritation, or bald patches.

I will not hold Grooms By Axel liable for any after-effects related to coat condition or necessary shaving.

5. Fleas, Ticks & Skin Conditions

If fleas or ticks are discovered, I understand that an additional flea clean-up fee may be applied, and grooming may be stopped or adjusted. Any skin condition discovered during grooming will be brought to my attention and may require veterinary care.

6. Unmanageable Behavior

If my dog becomes unmanageable, aggressive, or excessively stressed during grooming, Grooms By Axel may end the session early for the safety of all involved. I understand I will still be charged for the time and care already provided.

7. Missed Appointments & Cancellations

I agree to give at least 48 hours' notice for cancellations. I understand that deposits are non-refundable if I cancel late, fail to attend, or if grooming cannot be completed due to undisclosed behavioral or health issues.

8. Photo & Social Media Release

I give permission for Grooms By Axel to take photos of my dog before/after grooming and use them for social media or promotional purposes.

I do not consent to photo use.

9. Liability Release

I release Grooms By Axel, its owner from any liability arising from injury, illness, death, or damage to my dog (or caused by my dog) that may occur during or after grooming, provided that reasonable care and precautions have been taken

Owner's/Representative's Name:

Owner's/Representative's Signature:

Date:
