

Camp Zama Pet Care Center: Grooming Rules & Regulations

Please initial below & sign for usage of our facility.

1. ____ Grooming services are by reserved appointment only. Dogs will undergo a physical/wellness check on arrival. Owners are expected to drop off and pick up dogs promptly. Service requests after appointments will be treated as separate appointments with additional fees.
 2. ____ Dogs present in good health with no active vomiting/diarrhea and proof of up-to-date Rabies, Distemper Combo, and Bordetella vaccines. Services will be denied/cancelled if dogs become unwell, overly stressed, or aggressive. We do not recommend grooming older dogs or those with heart/lung impairments.
 3. ____ If a dog becomes too difficult to control or safely handle – the owner will be called and ask to pick up for staff safety. Services may be partially given or not at all.
 4. ____ Appointments are strictly timed with a grace period of 15 minutes. If you miss your appointment or show late – services will not be rendered or rescheduled. You may be placed on a Wait/Call list. Failure to contact us for cancellations will result in a **full & non-refundable deposit** for any future services (if accepted).
 5. ____ We cannot groom dogs presenting in neglected states of care to include severe matting, parasite infestation, or clear signs of neglect/abuse. You will be referred to the VTF for documentation and support.
 6. ____ Unspayed females actively in heat cannot be groomed; appointments will be cancelled and rescheduled if possible.
 7. ____ Specific, specialized, or unusual style requests require clear picture representation on what you are looking for and we will do their best to accommodate this; replication limitations may be based on time, breed, hair type/condition, or other factors.
 8. ____ Requests, breeds, conditions, or individuals that require multiple staff may not be eligible for our facility. We appreciate your understanding for this matter.
 9. ____ We reserve the right to deny or cancel services for pets we do not feel confident, safe, or capable of supporting.
- I **DO / DO NOT** give permission for the Camp Zama Pet Kennels Staff to take, save, and use pictures, photos, or videos of my pet during their grooming sessions for examples, promotions, or other potential outlets.

By my initials and signature indicate compliance, understanding and acceptance of all rules, regulations, and limitations of the Camp Zama Pet Kennels grooming services.

Name: _____ Signature: _____ Date: _____

Grooming Release Policy

By signing and initialing this document and scheduling services with the Camp Zama Pet Center Center Grooming Program:

I, _____, give full authorization to the Camp Zama Pet Kennels team to perform the requested grooming services on my dog(s) that are healthy, well-mannered, non-aggressive, cooperative, and capable of withstanding any stressors associated with grooming and/or new environments. I understand that while the Camp Zama Pet Kennels will do everything possible to adhere to my requests, I also understand that some services/styles may not be completely achievable or realistic. I will inform staff immediately if I am dissatisfied. I understand, when permissible, adjustments may be made if timing allows on the day of services rendered. I also understand requests after the fact will be considered separate services which may include additional costs.

I understand that Camp Zama Pet Kennels staff will do everything in their power to keep my dog(s) safe and healthy while in their care. However, I also acknowledge that there is a risk of injury, damage, illness, or in extreme cases, death, associated with any animal environment and I will not hold the Camp Zama Pet Kennels staff liable for any incidents that may occur. I also understand that Camp Zama Pet Kennels will inform me of any issues or incidents while my dog(s) are in their care and advise if medical care/emergency services should be sought. I agree to pay any additional costs associated with the wellbeing of my dog(s) from either grooming care, emergency medical care, or other unforeseen monetary obligations.

I am aware that I will need to be in the commuting area and reachable via cellphone in case the Camp Zama Pet Care Center team has any questions, concerns, or overall inquiries regarding my dog(s).

I acknowledge that I have read all rules, regulations, and requirements and agree to all aforementioned points and have made my intentions regarding my dog(s) appearance made clear via verbal or picture representation. I understand that payment indicates completion of services for my dog(s).

Owner's Name: _____ Signature: _____ Date: _____

Pet's Name: _____ | Breed: _____ | Age: _____ | Gender: _____

Distinctive/Major Markings (for identification): _____