

DOG GROOMING TERMS OF AGREEMENT  
COCO AND TOTO

At COCO AND TOTO, we are committed to making sure that your dog is safe, happy, and comes out of our doggy salon looking beautiful and clean. As part of that commitment, we want to inform you that there is some risk of injury to your dog while he or she is in our care. Accidents can happen to even the most conscientious groomer with the most friendly, well-behaved dog: despite all precautions, dogs can sometimes get cut, get hair in their eyes, or water in their ears. We want to assure you that these injuries are generally mild and very rare, and that our groomers are trained professionals dedicated to providing the best service to both you and your pup!

As a licensed and insured pet boarding facility, we are required by state law that every dog in our custody be up-to-date on their Rabies vaccinations. For this reason, we must request to keep a copy of these records in your file, along with your dog's vet information and number in case of emergency.

Accordingly, we ask that you understand and agree to the following:

\_\_1. I understand and agree that COCO AND TOTO will exercise due care and diligence in the care and safety of my dog while in their custody. I understand that while under the care of COCO AND TOTO, my dog will be interacting with other dogs and people and that there can be a chance of injury herein. I understand that there is some risk of injury to my dog while undergoing the grooming process, and I agree that COCO AND TOTO will not be liable for any claims of injury, illness, damage, or death to my dog while in their care, except for circumstances resulting from negligence by COCO AND TOTO.

\_\_2. I certify that I have informed COCO AND TOTO of all aggressive behaviors in my dog, whether towards humans or other dogs, to the best of my knowledge. In the event that my dog causes injury or death to another dog or person while in the care of COCO AND TOTO, I indemnify and hold harmless COCO AND TOTO from any action which may be brought against it, and for any defense, settlement, or judgment entered against it resulting from such action of my dog.

\_\_3. I attest to the fact that all licenses and vaccinations for my dog, as required by New York City and the State of New York, are current and up-to-date, according to the law. I also authorize my veterinarian to share the medical records of my dog with COCO AND TOTO and with other veterinarians.

\_\_4. I understand that sometimes dogs experience after-grooming effects after de-matting, clipping procedures, or problems uncovered on a badly matted or otherwise neglected coat including, but not limited to: itchiness, skin redness or self inflicted irritations/abrasions from excessive external rubbing. I understand that time and costs associated with de-matting are unpredictable and subject to the particular condition of my dog; consequently, I agree to pay whatever fees are incurred as a result of de-matting. I agree that whether my dog is "matted" is at the discretion of COCO AND TOTO.

\_\_5. I agree to be as clear as possible regarding the specific grooming instructions for my dog, and I understand that COCO AND TOTO will strive to follow these instructions as closely as possible.

\_\_6. I understand that most full groomings require approximately 3-4 hours to complete, but that that window of time is variable and can change. In the event that my dog is finished earlier or later than the expected time, I agree that COCO AND TOTO will give me as much notice as possible, and that it is my responsibility to pick up my dog promptly upon completion of the grooming service.

\_\_7. I agree to pay all costs incurred for the grooming of my dog, and I understand that no refunds will be available.

This agreement and waiver is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time COCO AND TOTO cares for my dog.

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Client Name *(please print)*

Dog Name

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Client Signature

Date